



Telephone: +44 (0)1235 822 200  
Fax: 0300 300 2213  
Direct Line: 0300 300 2212  
Date [%DATE%]

### **Fault reporting on your JANET connection [%ORG\_NAME%]**

All organisations connected to JANET have a designated fault reporting route which should, when followed, result in any problems being resolved with the minimum of delay. The fault reporting route for your organisation is detailed below.

If you plan to carry out any work on your network that may make your site temporarily inaccessible, please notify your nominated fault reporting centre in advance, preferably by e-mail.

### **Fault reporting contacts**

Your organisation's connection to JANET is managed by the [%Organisation Managing the Service%], and all faults should therefore be reported as follows:

<b>Time Period</b>	<b>Report By</b>
[%WORKING_HOURS%]	Telephone: [%TEL_NUM%] E-mail: [%EMAIL_ADDR%]
[%OUT_OF_HOURS%]	Telephone: [%OO_H_TEL_NUM%]

Fault reports should be made by the staff responsible for the network at your organisation whose details have been registered with the JANET Service Desk (JSD). In an emergency please contact your fault reporting centre by telephone for immediate attention.

**The information provided in this letter may only be passed to JANET contacts at your organisation.**

### **Emergency cover**

If you are unable to obtain assistance via your usual fault reporting route please call the following number.

Tel: 0300 300 3322

### **Escalation of problems**

JANET(UK) provides an escalation mechanism for customers who are unable to contact their fault reporting centre or are dissatisfied with the general performance of the fault reporting service. In either instance customers should provide full details of their problem to the JANET Service Desk on 0300 300 2212. The request will be logged and steps will be taken to address the problem. JANET(UK) will also investigate the reasons for the unsatisfactory service and provide a report of the action taken.

**Trouble Tickets**

Please contact your fault reporting centre if you wish to receive trouble ticket notifications.

Yours sincerely

JANET Service Desk