

Telephone: +44 (0)1235 822 200
Fax: 0870 850 2213
Direct Line: 0870 850 2212
E-mail: service@janet.ac.uk

Date

Contact Full Name
Organisation Name
Contact Address Line 1
Address Line 2
Address Line 3
TOWN
County
Region
Country
Post-code

Fault Reporting on your JANET connection

Dear,

All organisations with a direct connection to the JANET backbone have a designated fault reporting route which should, if 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.

Fault reporting contacts

Your organisation has subscribed to the Managed Router Service and ALL faults with JANET connectivity and services should therefore be reported to **TNS Systems**.

Working hours: 24 x 7 x 4-hour response
Telephone: 0870 607 0501

Upon logging your fault, you must provide TNS with the following information:

Schedule Number: GLD-1050 (Managed Router Service)
Equipment Details: Model/Cards/Modules/Location (If known)
Serial No. of equipment: If known
Description of Fault: If known

Please contact the operations duty team at UKERNA after the initial call has been logged with TNS to allow us to track the problem.

Working Hours: 8am - 12 Midnight Monday to Friday
9am - 5pm Weekends and Bank Holidays

Telephone: 01235 822272
E-mail: ops-duty@ja.net

Please note that fault reports will only be accepted from the contact(s) at your organisation who are responsible for the network.

All sites have the right to contact the JANET Service Desk (JSD) on 0870 850 2213 for assistance if a problem arises. However, you should note that fault reports made via this route are referred to the technical staff that maintain the JANET backbone, who will be unable to assist with problems within the regional networks. It is therefore generally better to follow the fault reporting route outlined above.

Please note that while the Regional Support Centres are available to assist FE colleges with problems on their local network, operational faults on the regional networks or network-wide problems on JANET, can only be resolved by the Regional Network Operators or the JSD. Faults should not therefore be reported to the RSCs.

Escalation of problems

JANET(UK) provides an escalation mechanism for customers who are unable to contact their fault reporting point or are dissatisfied with the general performance of the fault reporting service. In either instance sites should provide full details of their problem to THE JANET(UK)'s main helpdesk, JANET Service Desk, 0870 850 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.

Contact Information

JANET(UK) maintains the database of official contacts at each site with a direct connection to JANET and this information is also used by the JOD. Please note that there may be delays in providing your organisation with important information or dealing with enquiries from new contacts if you do not let JSD know when nominated contacts are replaced.

Trouble tickets

The trouble ticket system exists to notify staff at primary sites of network problems and planned work on the network that may result in outages. If your organisation wishes to receive these notifications please set up one generic e-mail account called operations@sitename.ac.uk for the technical staff who need to receive such messages. Once this account is in place please contact the JOD at operations@ja.net to register for the service.

Network monitoring using Netsight

JANET customers now have access to an online system providing overview information about the network plus more detailed information about their site, on a password protected basis. Netsight has been developed by JANET(UK) to provide an easy to understand view of the status and performance of JANET.

The service allows connected sites to identify background problems with connections. It also clearly displays loss/error problems and may assist in identifying systems that have been compromised through some form of illegal activity. The Netsight username and password for your organisation is as follows:

Username: <Netsight Username>
Password: <Netsight Password>

Occasionally monitoring may move onto a different Netsight system e.g. following an upgrade of a connection. If you cannot find the statistics for your organisation on the Netsight location page to which you normally refer, please follow the 'Find my connection' link on the home page of any Netsight system to access the latest information. Further information about this service may be found on our web site at: <http://www.ja.net/services/network-services/netsight/index.html>

Yours sincerely

JANET Service Desk