

Fault Reporting Process Document

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Document Overview

Amendment Record

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1.0	Initial version	Product Management	November 2020

13 Fault Reporting

Once fault triage has been carried out by a Service Provider for an incident on an End User's line, and the issue still exists, then next step is to raise an incident ticket for the End User which enables NBI to resolve the issue.

This section describes how Service Providers can:

- Create an incident ticket
- View, track and update an incident ticket
- Cancel an incident ticket

Additional information such as Fault Validation Hours, Communication of Critical Faults and Fault Responsibility is also detailed in this section.

It is recommended that if using the Service Provider Portal, the Service Provider Portal Guide is used in conjunction with this process document.

Note: if an issue is determined to be outside of NBI's responsibility (i.e. up to and including the demarcation point) a charge will be issued to the Service Provider as per the Bitstream & VUA Price List.

13.1 ~~Creating a Trouble Ticket~~ Incident Ticket

The Service Provider must follow the correct process when raising an incident. This process document aims to assist Service Providers with raising incident ticket requests to NBI for resolution.:

Expanding on 4.1.2 the Fault States & Ticket types section in the document, this section will define in details the process for ~~Fault~~ fault Reporting-reporting to NBI. A Service Provider may use the UWG ~~or/ Web Service Provider~~ Portal functionality to ~~logcreate~~, view, track -and cancel End User ~~Trouble-Incident-Ticket~~ tickets.

In some instances, End User incidents may require access to the End User's premises to resolve the issue, however, unlike ordering process, appointments are not reserved and confirmed upfront. In scenarios where an appointment is required, NBI will contact the End User and arrange an appointment. This process is similar to the Local Arrangement process detailed in this document.

To enable this process, contact details are required on all incident ticket requests.

The following information is required in raising an incident in to NBI:

- Line ID*
- Incident Type*
 - Outage
 - Intermittent
 - Request
 - ONT
 - Speed
 - Multicast
 - Stability
- Line Test Reference*
 - Order ID
- Diagnostics Details*
 - Question (Have all basic diagnostics checks been performed and validated?)
 - Answer (Yes)

- Additional Information
 - A free-text field to allow the Service Provider enter specific details on the issue in question
- Contact Details*
 - Contact
 - Contact Person
 - Irish Mobile
 - UK Mobile
 - Contact Number
 - Contact Email
 - Remarks (A free-text field to provide relevant details to the appointment technician)

The ticket response contains a unique Problem Id as assigned by NBI for the incident. This identifier is required for all subsequent interactions regarding the incident.

The success response to the create incident ticket request contains the Problem ID.

If the request was not successful then a reject response is provided with the appropriate reject code and reason. A full list of reject codes and reasons are detailed in the appendix.

~~The UWG / Web Portal allows for the Service Provider to create Trouble Tickets.~~

~~Full process TBC.~~

13.2 View an Trouble Ticket/Incident Ticket

~~The UWG / Web Portal allows Service Providers~~ Service Providers can view to view status of Trouble Tickets/incident tickets on the UWG or Service Provider Portal. For Service Provider portal requests, please refer to the Service Provider Portal Guide for viewing and managing incident tickets.

To view (query) an incident ticket, the Problem ID is required on the request.

The response includes the following information:

- Status (the assigned status of the incident ticket) – one of the following values is assigned:
 - Open
 - Under Investigation
 - Pending Technician
 - Resolved
 - No Fault
 - Closed
- Line ID
- Incident Type – one of the following possible values):
 - Outage
 - Intermittent
 - Request
 - ONT
 - Speed
 - Multicast
 - Stability
- Line Test Reference (the Order Reference returned by NBI for the Line Test request)
- Diagnostic Details
 - Question

- Answer
- Additional Information (a free-text field to allow the Service Provider enter specific details on the issue in question)
- Contact Details*
 - Contact
 - Contact Person
 - Irish Mobile
 - UK Mobile
 - Contact Number
 - Contact Email
 - Remarks (A free-text field to provide relevant details to the appointment technician)
- Notes
 - Text
 - Date

Note: if the query ticket was not successful then a reject response is provided with the appropriate reject code and reason. A full list of reject codes and reasons are detailed in the appendix.

13.2.1 Updating an Incident Ticket

The Service Provider may update an existing incident ticket with additional information if required. The update function only supports the addition of notes and/or new contact details.

To create an update request, the following information is used:

- Problem ID* (the unique value provided by NBI to identify the incident request raised)
- Notes
 - Text (record of notes placed on the assurance job by NBI.)
 - Date
- Contact Details
 - Contact
 - Contact Person
 - Irish Mobile
 - UK Mobile
 - Contact Number
 - Contact Email
 - Remarks (A free-text field to provide relevant details to the appointment technician)

The success response to the update ticket contains the Order ID and Response Date and Time. If the update was not successful then a reject response is provided with the appropriate reject code and reason. A full list of reject codes and reasons are detailed in the appendix.
~~Full process TBC.~~

13.3 Tracking an Fault/Incident Ticket & Summary View

Service Providers can track the progress of faults that have been submitted via the UWG ~~for Service Provider Web~~ Portal.
~~Full process TBC.~~

As outlined in the Fault States & Notifications section, the following incident ticket notifications are used:

- Appointment (informs the Service Provider of the confirmed appointment slot agreed with the End User for a technician visit)
- CSID Update (notification to confirm the CSID has been changed on the End User's line)
- Notes (provides an update to the Service Provider regarding the assurance issue in the form of a note)
- Resolved (informs the Service Provider that the issue is now resolved and awaiting confirmation)
- Status (notification to indicate the assurance issue has changed status)
- Request To Cancel (RTC) (indicates that the issue needs to be cancelled due to an End User related issue)
- Cancelled (issued when the Incident Ticket is cancelled)
- Closed (issued when the Incident Ticket has been resolved and is now closed)

To view individual incident tickets, please refer to the View incident Ticket section in this document.

13.3.1 Incident Ticket Resolution

To be finished

- Resolution Code (8000-8999) – full list shown in the appendix
- Reason (one of the following):
 - No Fault
 - Technician Repair
 - Replace ONT
 - Drop Cable Repair
 - Electronic Repair
 - End User Issue
- Text
- Line Test
 - ONT Status
 - Link Status
 - Link Quality
 - Link Stability
 - Optical Quality
 - Bandwidth Loss Indicator
- Technician Visit
 - _____

13.4 Cancel an Incident Ticket

The Service Provider ~~may can~~ cancel an incident ~~Trouble Ticket~~ via the UWG ~~or Service Provider Web Portal~~. An incident ticket may be cancelled at any time whilst the ticket is in progress. If an incident ticket requires an appointment with the End User to visit the premises, then the Service Provider may cancel the ticket up until the technician is on-site.
Full process TBC.

The Problem ID is required when raising a Cancel Incident Ticket request.

The success response to the update ticket contains the Order ID and response Date and Time. If the update was not successful then a reject response is provided with the appropriate reject code and reason. A full list of reject codes and reasons are detailed in the appendix.

13.5 Resolve an Incident Ticket

NBI support the closure and/or reopening of incidents post resolution by NBI. All incidents will auto-resolve after 1 calendar day, unless acted upon by the Service Provider.

This functionality allows Service Providers to confirm with the End User if the original issue was resolved by NBI. If the Service Provider feels that the issue was not resolved, then the ticket can be reopened for further investigation and the comment field is required to be populated.

Note: Any incident ticket that is resolved with an End User / Service Provider resolution code type, then an appropriate charge will apply to the Service Provider, as outlined in the Bitstream & VUA Price List

~~13.5~~ 13.6 Fault Validation Hours

The NBI Service Support Centre is available 08:00-20:00, Monday to Saturday, excluding public holidays. Incident tickets may be raised by Service Providers on a 24 x 7 x 365 basis.

~~13.6~~ 13.7 Peer to Peer Communication of Critical Faults

All ~~faults-incident tickets~~ should be reported via the UWG or Service Provider /Web-Portal, however, for network faults which may affect an entire PoH, for example, the Service Provider's NOC may contact the NBI NOC directly. The NBI NOC can be contacted on

~~13.7~~ Service Provider Tickets

~~All Trouble Tickets generated by the Service Provider are assigned a unique identifier by NBI. Optionally, the Service Provider may additionally also enter its own reference identifier.~~

13.8 Assurance Responsibility and Physical Demarcation Points

Physical demarcation points are the points identified as those where responsibility ends for one Service Provider and begins for the other. Demarcation points help ensure effective and accurate fault isolation on VUA and Bitstream services.

The ~~FTTH~~ Bitstream and VUA and SES S service demarcation Point point is the RJ-45 port on ONT in the End User premises.

~~The Interconnect Service demarcation point is the PE router in the POH~~

A fault location matrix of responsibility (i.e. whether the fault is NBI's or Service Provider's responsibility) will be provided as soon as agreed at industry.