

Interconnect Network Faults Template

Date: October 2019

Version 5

29th October 2019

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**Interconnect Network Faults**

**Objective of Template**

In order to improve customer experience and reduce cycle time on Interconnect Network faults BTW Customer Service are asking out customers to populate the template below in full and email to the generic mailbox [i.c.repair@bt.com](mailto:i.c.repair@bt.com) Without all of the information requested in the template the diagnostic team don’t have enough to start an investigation.

NB this information can also be found in the CSP

**Document Ownership**

The BT Wholesale Customer Service has overall ownership of this document

**Document History**

| **Issue Number** | **Date** | **Comment** |
| --- | --- | --- |
| Issue 1 | November 2015 | First Issue – Sarah Wright  [Sarah.j.wright@bt.com](mailto:Sarah.j.wright@bt.com) |
| Issue 2 | April 2017 | 2nd Issue – Donna Ledward  Porting questions changed  [donna.ledward@bt.com](mailto:donna.ledward@bt.com) |
| Issue 3 | October 2019 | 3rd Issue – Cathy Egerton  Overall template review  [i.c.repair](mailto:donna.ledward@bt.com)@bt.com |

# Network Faults Structured Questions

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| **All FIELDS MUST BE COMPLETED** | | |
| 1 | Communication Provider Name |  |
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| 2 | Contact details of the person reporting the fault **(email address and telephone number)** |  |
| 3 | Have you reported this or a similar fault in the last 14 days? |  |
| **If YES**, please provide BT Fault Ref (s) |  |
| 4 | Is this an International fault? (eg, TO or FROM an International number) Y/N | **BT Team to pass to International Duty** |
| 4 | Date and Time Issue occurred |  |
| 5 | Originating Number |  |
| 6 | Destination Number |  |
| 7 | Deliver to Number (DTN) if applicable |  |
| 8 | Date/Time of email with C7 traces | **BT TO COMPLETE** |
| **POINT OF INTERCONNECT** | | |
| 9 | OPC originating point code/A1141 |  |
| 10 | DPC destination point code/A1141 |  |
| 11 | What is the Fault You Are Reporting (please provide a full detailed explanation including any references ) |  |
| 12 | In order that your fault can be accepted by BT and investigated thoroughly please provide call samples within 48hrs of the issue occurring (at least five sample failures including date & time stamp, originating number and destination number, in some cases a C7 trace will be required) |  |
| **Before reporting the fault to the other party, the reporting party confirms that all reasonable endeavours have been made to ensure the fault has been proved from that Party’s network.  Both parties agree to use best endeavours to clear the fault in as short a time as possible before reporting / accepting the fault** | | |
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Email **clientreception@bt.com** or call

**0800 671 045**

www.btwholesale.com