

Fault reporting

The normal fault reporting procedure for a Janet connection should be followed as outlined in the fault reporting letter sent to the customer after the circuit has been delivered. Normal diagnosis of the fault by the managing agent will determine the nature of the fault and appropriate arrangements for repair will be made.

The hardware cover provided by our maintenance contract is 1 hour diagnosis plus 4 hours to site response. For complete hardware failures replacement hardware should be at the customer site within the 5 hours as above. In cases where the running of the router is not immediately affected, for example with a faulty fan, the hardware replacement may be provided the next working day.

Source URL: <https://community.jisc.ac.uk/library/janet-services-documentation/fault-reporting-0>