

**XX November 2013**

Dear (CDF Management Contact)

### **Janet East Midlands Regional Network**

I am pleased to confirm that the transfer to Janet of the responsibility for the operation of the regional network in the East Midlands, currently operated by EMMAN, will take place on 16<sup>th</sup> December 2013. This transfer will not affect your existing service and is part of Janet's change to its regional delivery model.

### **Network Operations**

The responsibility for the telecommunications infrastructure, IP network operation and equipment maintenance will transfer to Janet on 16<sup>th</sup> December 2013. Janet will be responsible for your connection from this point onwards.

### **Fault Reporting and Operational Matters**

You should continue to report faults to the EMMAN service desk, up to and including 15<sup>th</sup> December, on:

EMMAN Service Desk – email: [support@emman.net](mailto:support@emman.net), Tel: 01159 513366

**After this date your fault reporting route will change to the Janet Service Desk.**

Janet Service Desk - email: [operations@ja.net](mailto:operations@ja.net)

Tel: 0300 300 2212 (from UK) Tel: 00 44 1235 822 212 (outside UK)

Fax: 0300 300 2213 (from UK) Fax: 00 44 1235 822 399 (outside UK)

**A revised Fault Reporting letter will be emailed to your Fault Reporting contact on 16<sup>th</sup> December.**

Janet, Lumen House  
Library Avenue, Harwell Oxford  
Didcot, Oxfordshire  
OX11 0SG

t +44(0)1235 822200  
f +44(0)1235 822399  
e [service@ja.net](mailto:service@ja.net)  
[www.ja.net](http://www.ja.net)

## **Service changes**

For any changes to your service, for example obtaining a new connection, increasing your bandwidth, or moving the termination point within your campus, you should contact the Janet service desk [service@ja.net](mailto:service@ja.net) in the first instance.

## **Customer Engagement**

Janet will continue to work with stakeholders in the East Midlands Region to encourage and support dialogue that will ensure the regional network continues to meet customer requirements. We will also post regular information of relevance to Janet customers to the Janet East Midlands Group located at <https://community.ja.net/groups/janet-east-midlands> .

Your customer engagement manager in the region is Robert Prabucki who will be retiring at the end of 2013, whereupon this role will be taken on by Paul Wakefield. Contact details are given below.

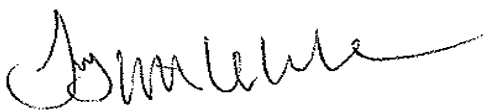
## **Procurement of a new network in the East Midlands.**

The process of replacing the current regional network has almost reached completion. EMMAN, Janet and Virgin Media have worked together to refresh the network in the region. This has been achieved with little or no service interruption. The dark fibre core has been retained, while a number of bandwidth upgrades to access links have been effected at no extra cost. Virgin Media has also provided competitive costs for future access upgrade requests in relation to your access links.

Janet extends particular thanks to the EMMAN staff who have worked so effectively and conscientiously in upgrading and migrating the network, as part of its overall efforts to ensure a smooth and successful handover. EMMAN staff will continue to support Janet during the 1<sup>st</sup> quarter of 2014. Janet would also like to thank EMMAN for the excellent service it has provided to the region in the 20 years since 1994.

Janet look forward to working closely with you in the future.

Yours sincerely,

A handwritten signature in black ink, appearing to read "John Littledale".

John Littledale

Project Manager (Liaison)

Direct line +44 (0)1235 822 303

**Contact details of your customer engagement manager**

Robert Prabucki

Customer Engagement Manager, East Midlands

email [robert.prabucki@ja.net](mailto:robert.prabucki@ja.net)

mob 0781 665 4409

office 01235 822 226

**Contact details of your customer engagement manager post 2013**

email [paul.wakefield@ja.net](mailto:paul.wakefield@ja.net)

mob 07976 593656

office 01235 822 239