

Proactive ADSL Fault Management

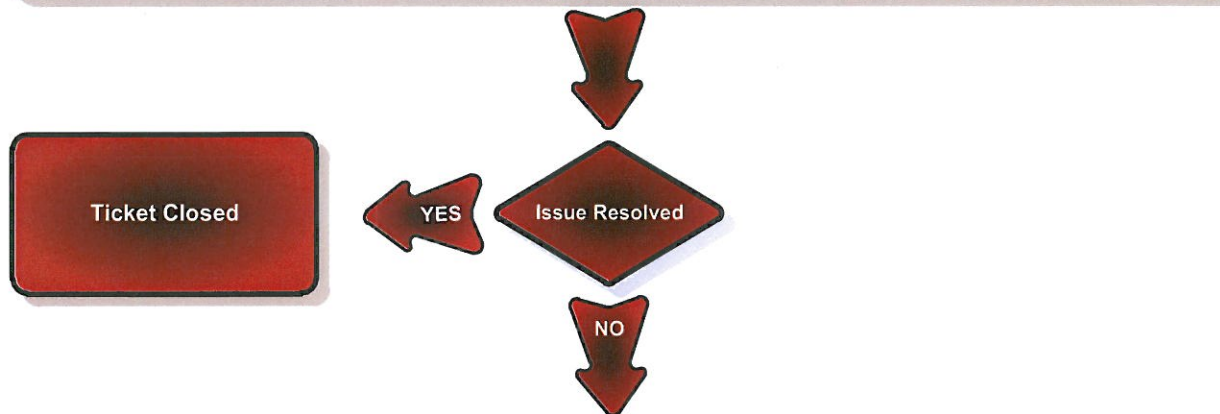
Telestroke Service Desk detect fault and log fault ticket

Telestroke Service Desk notify of detected fault

The Telestroke Service Desk will call the Consultant to advise of issue and ticket reference.
If the consultant is unavailable the fault ticket will be pended and Service Desk will continue attempts to make contact

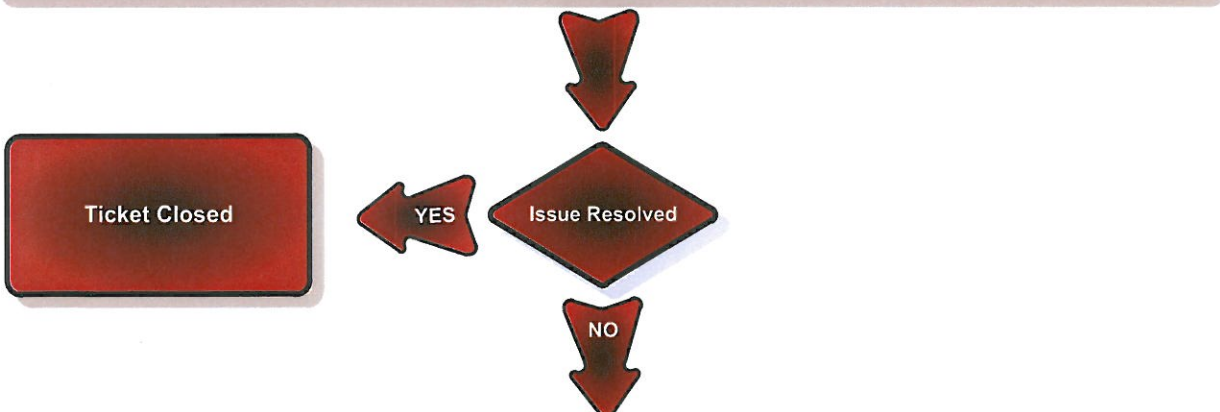
Telestroke Service Desk investigate the fault

The Telestroke Service Desk may require the Consultant to perform guided troubleshooting to assist with diagnostics



Telestroke Service Desk continue to work on the fault

The fault will be investigated remotely by the engineer



Telestroke Service Desk continue to work on the fault

Access may be required for an engineer to attend address. Fault will be pended until access is agreed

Fault fixed – Ticket Closed

Engineer to attend site to resolve fault
Following confirmation that the fault has been fixed the Telestroke Service Desk close the fault ticket