

icuk

other

START

Out of Provider Support Hours

Thursday

Friday

Out of Provider Support Hours

Saturday

Sunday

Monday

22:00

22:05

22:08

22:09

22:11

22:12

08:15

08:32

09:01

09:15

09:18

09:19

11:19

11:21

08:15

08:32

09:15

FAULT
APPEARSFault Identified by
customer.DIAGNOSTICS
RUNPartner is able to
run diagnostics via
our Control Panel.DIAGNOSTICS
COMPLETEDiagnostics have
completed and show
a fault which needs
to be raised to the
carrier.RAISE
FAULTOur software allows
a fault to be raised
into Openreach.APPOINTMENT
OFFEREDThe fault diagnosis
requires an engineer
to attend. A live
appointment
calendar is
presented to select
from.APPOINTMENT
SELECTEDPartner picks an
appointment for the
next working day in
the morning.ENGINEER
ALLOCATEDOpenreach confirms
that an engineer has
been allocated. The
partner is informed.ENGINEER
STARTSThe engineer has
indicated that they
have started the job.
The partner is
informed.FAULT
CLEAREDThe engineer has
completed their
task. Engineering
notes are shared.
The partner can
accept the clear or
reject if the fault
remainsFAULT
APPEARSFault Identified by
customer.PARTNER
TO RAISE FAULTThe partner needs
to call their supplier
to run diagnostics
on their behalf and
start the process of
logging a fault. Their
phones are closed.CALL
SUPPLIERPartner calls their
supplier when their
phones open.DIAGNOSTICS
RUNSupplier runs the
diagnostics for their
Partner.DIAGNOSTICS
COMPLETEDiagnostics have
completed and show
a fault which needs
to be raised to the
carrier.RAISE
FAULTThe supplier has
logged a fault with
the carrier.APPOINTMENT
OFFEREDThe supplier checks
on the progress of
the fault 2 hours
later and can see an
appointment has
been offered.APPOINTMENT
OFFEREDSupplier updates
their partner, stating
an appointment
from the next
working day
(Monday) is on offer.ENGINEER
ALLOCATEDOpenreach confirms
that an engineer has
been allocated. The
partner is unaware.ENGINEER
STARTSThe engineer has
indicated that they
have started the job.
The partner is
unaware.FAULT
CLEAREDThe engineer has
completed their
task. Engineering
notes are shared.
Partner is unaware.
Their supplier needs
to check on the fault
and relay the notes.

11 HOURS

83 HOURS