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Quality Mark Network Standards

Overview:

At InTouch Systems we are proud of the design, implementation and continuous monitoring of our WISP network backhaul.

The network is centrally monitored in its entirety, from our existing support centre in Norwich. The speeds of all core links as well as transmitters are monitored, alerts are sent if any part of this fails to our service desk team.

This document covers the following:

Points of Consideration

- Network Monitoring - Core Network
- Contention Planning - Peak time speeds
- Speed Measurements (Demarcation / Customer Measurements)
- Network Uptime (Core vs Customer) (99.X%)
- Fault Management Procedures
- Support Procedures (How customers report issues) IN and OUT of Business Hours.

Network Monitoring

InTouch Systems uses a combination of software to monitor our infrastructure on a 24/7 basis. The systems include hardware and software such as PRTG, AirControl and mFi devices to monitor our network.

- We have a monitoring platform / toolset to constantly monitor the status of the core Backhaul / Access Layers with alerting on core infrastructure (This includes customers devices, but not to the same standard as core)
- Core Network Example - PRTG
- Business Customer - Splynx / AirControl
- Residential Customer – Splynx/ Radius logs CRM
- MINIMUM STANDARDS - Every device on the network is monitored 24/7 x 365 with some historical data / graphing being available to Network Engineers
- Example Screenshot of Monitoring Platform is available to UK WISPA on request (not published due to GDPR restrictions)

Contention Planning

InTouch Systems has engineers monitoring the graphs of backhaul traffic, to cross-reference the physical capabilities of the infrastructure. This ensures contention does not become an issue, future proofing our connectivity.

Our core aims are to address and increase connectivity, before bandwidth or subscription numbers become an issue, rather than react to thresholds being reached.

Our network design allows for various POPS (Points of presence), enabling us to triangulate the links to maintain connectivity in case of a link failure and eliminate single points of weakness.

For business and VIP customers, contention is defined via the relevant SLA agreement.

Speed measurement

InTouch Systems uses the tests within the CPE (Customer Premise Equipment) or iPerf testing to obtain information on speed measurements. We provide our customers with full information on how to speed test via our support team and from: <https://www.intouchsystems.co.uk/faqs>

The how to guide covers:

- An explanation of the difference between MBps and Mbps.
- States that speed testing must be hard wired into the router and not via WiFi wherever practical, in order to avoid potential low readings.
- That user must ensure no other devices are connected when testing.



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Network Uptime

Network Uptime is monitored 24/7 through the systems covered earlier - PRTG and AirControl. Both of which will email an alert to the InTouch Systems' Support Team, within minutes of an inactive probe or sensor.

Every unscheduled probe outage has a priority 1 (highest level) support ticket raised and completed with an incident report.

For any impacting events on network uptime, InTouch Systems have documented RFO (Reason for Outage) for each event.

Fault Management Procedures – Not Customer Facing

InTouch Systems has standard procedures to support network issues, within this procedure different types of fault are defined. Response times would vary depending on priority defined at issue report stage and/or SLA.

All support issues are logged and tracked in a custom call tracking and logging system. All support issues are tracked throughout the process, including full information on resolution / cause.

Support issues are also reported on by the management team, for continuous review and QMS purposes.

Support Procedures

We have a customer facing web page, on our website www.intouchsystems.co.uk, for customers to find out how to raise a fault with us.

This page also includes a definition of faults covered by the contract and those that aren't covered and attract an additional cost.

We inform customers, verbally and via email, of additional charges, before an engineer is booked to carry out any work.

We also state what is refundable in the event that the visit is a result of our equipment failure.

Customers do not have to click more than twice from our support page to reach the support page. The link is: <https://www.intouchsystems.co.uk/faqs> , it is the top item on this page.