

Support Document – Managed Router Service - TNS Systems

Hours of Cover:

24 x 7 x 4-hour response

The 4-hour response time commences once the diagnosis of the fault has been confirmed and NOT when the fault is first logged with TNS.

Fault Reporting:

0870 607 0501 (Entirety Services TAC)

The equipment under this contract has a 24 x 7 x 4 level of cover.

Upon logging the fault you must provide TNS with the following information:

- Schedule Number – **GLD4-1050 (Managed Router Service)**
- Engineers Name who is logging the fault
- Company Name (**UKERNA**) + Name of your Institution
- Contact details for your Institution
- Equipment Details - Model/Cards/Modules/Location (**If Known**)
- Serial Number of Equipment (**If Known**)
- Description of Fault

In order to track the progress of the fault resolution process, sites are requested to contact ops-duty after the initial call has been placed with TNS.

Contact Details for Ops-Duty

Hours of Cover: 8 a.m. to 12 Midnight Monday to Friday
9 a.m. to 5 p.m. Weekends & Bank Holidays

Telephone: 01235 822 272

E-mail: ops-duty@ukerna.ac.uk

Remote Diagnosis:

Having placed the call with the Entirety Services TAC, they will dial in remotely to the college access router over the provided ISDN link. Where possible the problem will be diagnosed through this remote session.

Once diagnosis is complete, if the fault is determined to be with either the primary circuit or the ISDN line, TNS are responsible for passing this information onto UKERNA, in order that appropriate action can be taken. If there is a fault with the ISDN line, which restricts remote access to the site, TNS must endeavour to resolve the problem by contacting the college to try to ascertain the true nature of the fault.

Engineer to Site:

TNS will endeavour to ascertain the nature of the fault via remote access however, should this not be possible TNS will send an engineer to site to perform the diagnosis. As there is an associated charge with this UKERNA would need to authorise this action via the ops-duty officer. Upon diagnosis TNS will attend the site to fix the fault if it is a hardware problem.

MRS Site - Router Configuration:

5 minor configuration changes per college per year are included within the service at no extra charge e.g. port changes, addition of IP addresses etc. More complex configuration changes do not fall within the scope of this service and would be priced separately upon request.

Requests for any configuration changes will only be accepted by TNS from UKERNA. Institutions are asked to forward their requirements to UKERNA via ops-duty@ukerna.ac.uk The details will then be sent onto TNS where they will have 5 working days to implement any such changes. TNS are responsible for maintaining accurate records of such changes and will include configuration change information in the monthly reports issued to UKERNA.

TNS will keep a copy of the latest router configuration both from the point of initial set up and after any subsequent changes so that it can be restored if there is a hardware failure.