

Spitfire Partners: DSL Site Checks

Spitfire strive to provide the highest level of support to our Partners and customers, giving recommendations based on our experience and knowledge. As such, we have set procedures in place to ensure faults are resolved as quickly and effectively as possible whilst ensuring the customer does not incur any unnecessary charges.

However, we do understand there are situations where experienced Partners would like to 'bypass' this initial guidance from our Support Technicians, where Spitfire recommends certain standard site checks to be completed, and instead progress to other diagnostic investigations and/or the engagement of a supplier engineer.

Where partners wish to run their own diagnostics, and progress the support case to an engineer visit, we have put together a check list which should be completed prior to an engineer request. Once this has been completed, you should inform the Support Technician that you "have completed the standard DSL Site Checks" and confirm (if the case) you wish to book in an engineer. Where an engineer is not requested the case will be progressed as usual.

Spitfire will continue to offer the standard site checks guidance, but progress any case on the confirmation that these have been completed. While Support Technicians will continue to make recommendations based on their experience and in line with internal and industry standards and policies, Spitfire has a general principle of enabling and empowering you to ultimately make the decision on how to drive forward the support case – for example you might deem that the cost of an Openreach engineer visit might be a small price to pay if there is a chance that it fixes a fault more quickly.

It is important to note, on occasions we may request that the bill payer should authorise any requests for supplier engineering engagement, as Time Related Charges and Abortive Visit Charges may sometimes be applied, especially if the fault could have been resolved by the site checks listed.

This policy is designed to provide our Partners with as much visibility of our support process as possible, allowing you to take on some level of control of any support case. As standard, we would still expect support jobs to be logged and progressed in the usual way, and our support team will be open and happy to assist in all situations.

Spitfire Back-Up Circuits

For those clients where even a small amount downtime on their Internet service causes severe disruption to their Business Spitfire recommend that a back-up DSL circuit is installed. Spitfire offer a range of subsidised (and in some cases, free) ADSL, SDSL and VDSL back-up circuits to keep your client's business online at all time. With a back-up internet circuit in place there is reduced need for an urgent Openreach engineer site visit.

Spitfire Support

Email support@spitfire.co.uk

Phone 020 7501 3030

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DSL Standard Site Checks

The below guide can be used on any Spitfire broadband, ADSL, VDSL & SDSL, service. Note that this is not an exhaustive list of troubleshooting steps but the initial checks that should take place.

20 MINUTE REBOOT	
Please ensure a 20 min reboot of the DSL modem has taken place. The DSL modem should remain powered down for at least 20 minutes.	Ensures all open sessions are cleared down. For repeat/intermittent issues customers are requested to call in to Support so the Support Technicians can capture valuable diagnostic information that would otherwise be lost. The router needs to be switched off for 20 minutes to ensure that the exchange equipment is reset.
PSTN CHECK	
Please ensure the broadband enabled telephone line is working. Are you able to make and receive calls using your broadband enabled line? Please connect a corded analogue handset <u>only</u> to the line at the master socket and check that the voice service is working OK with a dial tone and no noise/crackle/interference	A voice-affecting line fault must be dealt with before Spitfire is able to investigate a DSL issue. Although able to perform line tests remotely (where Spitfire are the PSTN provider) checks should also be performed on site to ensure the case progresses correctly.
COPPER LINE TEST	
Remote line tests can be performed by suppliers. It is necessary to have <u>all</u> equipment physically disconnected from the telephone network in order to perform this test. Powering down the router is not sufficient.	In order to test just the copper line for a potential fault suppliers require all equipment to be disconnected from the NTE.
ROUTER/FILTER CHECK	
Please try using an alternative micro filter/DSL router. Take care to ensure that, if the customer's NTE5 already has an inbuilt filter, then do NOT double filter.	Spitfire-supplied routers come with a spare micro filters. We request this be changed. Spitfire also offers loan routers for testing purposes.
MASTER SOCKET CHECK	
Please perform all tests from the Master Socket	The Master Socket is normally the first Openreach socket after the line enters the premises and is often the demarcation point at which Openreach's responsibility ends and third-party responsibility begins*. Please disconnect all non-DSL equipment such as fax machines, alarms, answering machines, additional telephones, satellite set-top boxes, satellite TV receivers, etc. *the demarcation point may also be the Distribution Point (DP) and therefore in many installations the cabling between the DP and the NTE is not Openreach's responsibility even if they installed it originally.

SYNC CHECK	
Please check if the DSL router remains in Sync with the local exchange. Is Sync continuous or intermittent? Sync is usually shown by a solid DSL LED on the router.	Successful DSL synchronization represents established communications between a DSL router on the customer's site and the DSL equipment in the Local Exchange (or street cabinet for FTTC products). Assuming there is a dial tone on the telephone line often the next logical check is for sync. There will be no PPP session or internet access without sync.
LAN CHECK	
When connectivity is degraded, can connectivity be achieved by connecting a single workstation directly to the DSL router with an Ethernet cable?	This test is to ensure a Local Area Network (LAN - hardware or cabling) issue is not the cause of a degraded service. Spitfire's aim is to mitigate the risk of Openreach (SFI2) engineer charges appearing on customers' bills due to faults outside Openreach's domain – these are typically faulty Ethernet switches or cabling.
SPEED/THROUGHPUT CHECK	
For speed/throughput diagnostics we request speed tests are carried out. Please ensure that <u>only</u> a single network client is connected to the DSL router. Then please perform speed tests from the relevant supplier's speed test website.	In order to log a performance issue with suppliers, it is necessary to perform speed tests. These must be performed from the customer's site. The LAN <u>must</u> be disconnected so a single (clean) machine is the only device attached to the router. This is to ensure a true reading of speed is obtained – disconnecting the LAN will ensure results are not obscured by other usage on the circuit and/or LAN. Tests need to be performed at the appropriate website - peered into the relevant supplier's core network. BTW DSL http://speedtest.btwholesale.com TTB DSL http://www.supportal-test.co.uk/ Neither Spitfire nor our suppliers can accept speed test results performed via third party sites. Note that it is usually necessary to submit the results via the speed test website by following the instructions on that website.
SITE CONTACT DETAILS	
Site contact details and consent to proceed to supplier engineering investigations will be routinely requested during support cases	The instructions are intended to protect all parties from unforeseen Time Related Charges or Abortive Visit Charges. It is a normal requirement for Spitfire to receive the go-ahead from the Customer, or an agent they have explicitly appointed.

DSL Standard Site Checks – Summary Checklist

<input checked="" type="checkbox"/>	20 minute router reboot.
<input checked="" type="checkbox"/>	PSTN checked & working OK.
<input checked="" type="checkbox"/>	Router is connected to Master Socket with no extension cabling present.
<input checked="" type="checkbox"/>	All devices disconnected from the line except DSL router.
<input checked="" type="checkbox"/>	Micro filter changed.
<input checked="" type="checkbox"/>	Tested with a single client directly connected to DSL router.
<input checked="" type="checkbox"/>	For throughput issue Speed Tests have been performed and submitted.

Progressing Support Job to Engineer Visit

Spitfire will continue to give our best advice with all support jobs. If you wish to request an engineer visit, and have completed the above site checks please advise us that **you have completed the standard DSL site checks** and we will progress the request for you.