

1 — WHY DO YOU NEED A SITE CONTACT FOR MY ORDER?

- We are required to give a contact name to the site engineers and would ask that you provide us with the details of someone who, whilst not necessarily technical, knows where your communication points are located and can advise. This person should also if necessary be able to escort the engineer to the right place.

2 — CAN MORE THAN ONE PERSON BE KEPT UP TO DATE WITH OUR ORDER?

- The default for all communication is by email to the contact that you have provided and that is detailed in your Service Order. Should you require notifications to be copied to anyone else in your organisation, this is not a problem; please let the Solution Delivery Team know at any time throughout the delivery cycle.

3 — HOW CAN I LOG A FAULT?

Before raising a fault we would encourage you to follow the guidance detailed in 4, 5 and 6. If this does not resolve the problem then please log a fault.

To ensure the correct management of the fault through to resolution you are required to contact the Vialtus Solutions Service desk.

To help us help you more effectively, please provide the following information:

Organisation Name.
Vialtus Account Number.
Description of the Query or Problem.
Contact Name.
Contact Telephone Number & E-mail Address.

4 — WHAT SHOULD I DO BEFORE REPORTING AN ADSL FAULT:

- Check that the router/modem is powered on.
- Check and note which lights are showing on the router.
- Make sure all cabling is firmly plugged into the router/modem and the micro-filter.
- The router/modem has been rebooted.
- Check that the line has a dial tone (may not apply for lines with outbound call barring). If it doesn't you will need to report a fault to your telephone provider.
- Check and replace the DSL microfilter.
- If the router is connected via a extension lead, try connecting it to the master socket.
- If any other equipment uses the line, try removing the equipment from the line and retesting.

Router configuration details

Routers should be configured with the below parameters:

VPI: 0
VCI: 38
PPP Type/Encapsulation: PPPoA (PPP over ATM) NOT PPPoE
Framing: VC-MUX
Modulation/Mode: G.DMT

5 — WHAT SHOULD I DO BEFORE REPORTING A LEASED LINE /ETHERNET FAULT?

- Check that the router is powered up.
- Check and note which lights are showing on the router and the NTE (network termination equipment) that the router connects to.
- Check that cabling to the Ethernet interface on the router is firmly plugged in.

6 — HOW DO I RAISE A PSTN FAULT?

To raise a PSTN fault with Vialtus Solutions please send an e-mail to auto-support@vialtus.com with the following information:

- Confirmation that all equipment (cable, handset PABX) has been checked and where possible replaced.
- Full details of the problem being experienced.
- For issues affecting outgoing calls, details of numbers dialled and the dates and times the issue occurred. 3 examples are required.
- For Carrier Preselect customers, the results of testing having dialed the prefix 1280 to force outbound calls via BT.
- For ISDN30 customers, details of the primary number.

7 — HOW DO I TRANSFER A DOMAIN TO OR REGISTER A NEW DOMAIN WITH VIALTUS SOLUTIONS?

- You will need to complete the [Registration Form](#) or the [Transfer Form](#) and send it to hostmaster@gxn.net.
- Vialtus Domain Admin team will then begin the process of registering or transferring the domain to Vialtus Solutions.

8 — HOW DO I REQUEST A DNS CHANGE?

- For security reasons you will need to send a fax on company headed notepaper to 0845 079 1024.
- The fax should contain details of the domain in question and clearly detail the change that you require.

9 — WHAT HAPPENS IF I MORE PREMISES OR MOVE MY SERVICE?

Please let us know as early as you possibly can, so that we can organise matters and ensure we meet any key deadlines you may have.

When you advise us of a change, could you please have the following information to hand, as this will really help to speed up the process from our side.

- Details of your current and new location – including if possible floor and building numbers, telephone numbers and new postcodes.
- The date you plan to relocate.
- Your Master Service Agreement and Service Order numbers (both can be found in the top left hand corner of your Vialtus contract).

10 — WHAT HAPPENS IF YOU ARE DISSATISFIED WITH THE SERVICE YOU ARE GETTING?

Despite our best efforts, things can go wrong. When they do, we want to know so we can put them right as quickly as possible.

You can make a complaint to Customer Relations by phone, fax, email or letter.

11 — HOW DO I CANCEL MY SERVICE?

To cancel your service, please contact customer relations by email or fax.

This will need to be on your company letter head, please keep a copy of the proof of sending (e.g. Fax verification).

It must be signed by either your nominated contact for this Account, Senior Manager or Company Director.

Please ensure that you state clearly your Customer Number and your Service Order Number. To help us with our commitment to service improvement we would be especially grateful if you could advise us of your reasons for cancelling your services with us.

The required notice will be dependent on the type of service you have with Vialtus Solutions; this should be stated on your Service Order. If you are still unsure of the required notice period, please contact Customer Relations

Once we receive a cancellation request from you a Vialtus representative will be in touch with you to discuss your cancellation requirements.