



Fault Handling Policy

1. Purpose The purpose of this policy is to establish a standardised approach for identifying, reporting, and resolving faults within the telecommunications network to ensure minimal disruption to services and maintain high levels of customer satisfaction.

2. Scope This policy applies to all employees, contractors, and third-party service providers involved in the operation and maintenance of the telecommunications network.

3. Definitions

- **Fault:** Any event or condition that causes a disruption or degradation of service.
- **Incident:** An unplanned interruption to a service or a reduction in the quality of a service.
- **Service Level Agreement (SLA):** A contract between a service provider and a customer that specifies the level of service expected.

4. Fault Reporting

- **Internal Reporting:** Employees must report faults immediately using the designated fault reporting system.
- **Customer Reporting:** Customers can report faults via the customer service hotline, online portal, or mobile app.

5. Fault Classification Faults will be classified based on their impact on services:

- **Critical:** Major service disruption affecting many customers.
- **Major:** Significant service degradation affecting multiple customers.
- **Minor:** Minor service issues affecting a small number of customers.

6. Fault Response and Resolution

- **Initial Response:** E-volve will acknowledge receipt of the fault report within 15 minutes.
- **Investigation:** E-volve will investigate the fault to determine the cause and impact.
- **Resolution:** E-volve will coordinate with relevant teams to resolve the fault as quickly as possible, following the priority levels:
 - Critical: Within 4 hours
 - Major: Within 12 hours

- Minor: Within 24 hours

7. Communication

- **Internal Communication:** Regular updates will be provided to all relevant teams during the fault resolution process.
- **Customer Communication:** Customers will be informed of the fault status and expected resolution time through SMS, email, phone or the online portal.

8. Escalation If a fault cannot be resolved within the specified timeframes, it will be escalated to higher management for further action.

9. Post-Resolution Review After resolving a fault, a post-resolution review will be conducted to:

- Identify the root cause.
- Assess the effectiveness of the response.
- Implement measures to prevent recurrence.

10. Training and Awareness Regular training sessions will be conducted for employees to ensure they are aware of the fault handling procedures and their roles in the process.

11. Continuous Improvement The fault handling policy will be reviewed and updated regularly to incorporate feedback and improve processes.