**NETWORK STANDARDS**

**Overview:**

Here at Kencomp we strive to ensure our customers get the best performance from the network at any time. We do this through a process or continual improvement and monitoring.

The network is monitored constantly from our offices in Kendal, allowing our engineers to be on top of any issues and design new network sections based on the current trending statistics.

**This document covers the following:**

- Monitoring and Alerts
- Network Contention
- Speed testing and Network testing
- Network Uptime
- Fault management
- Support Procedures (How customers report issues) IN and OUT of Business Hours

**MONITORING AND ALERTS**

At Kencomp we used a number of techniques to ensure we have full monitoring capabilities of the network. We use a number of software solutions including, LibreNMS and ServersAlive monitoring to collect and combine statistics from all devices in our network.

Our monitoring platform monitors devices every 5 minutes and is running 24/7 to ensure we have a full overview of the network at any time. Using LibreNMS with our engineer's expertise we are able to diagnose issues.

Our monitoring tools are used to alerts us to a number of potential issues, these issues include, power outages, falling to proprietary battery backups and configuration changes that affect the performance of the network.

Customers connections are monitored via radius logs and entries and published allowing customers to view data usage and connections on a daily basis.

All devices are monitored continuously 24/7 allowing us to look back in time at historical data.

**NETWORK CONTENTION**

Our continuous monitoring allows our engineers to graph and view traffic from connection originations points in the network, allowing the engineers to cross-reference customer requirements with current network trends. This ensures contention does not become an issue, future proofing our connectivity.

Our network is built in ways to maintain connections on failed links and used backup connections automatically when failure occurs keeping our customers online during times of failure or upgrade.

Our monitoring is consistently looked at each day by our expert engineers ensuring that problems are dealt with as a matter of urgency.

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


## SPEED TESTING AND NETWORK TESTING


At Kencomp we used built in functions of vendor equipment to speed test our connections, these tests are done each time a connection is installed and showed to the customer one first connection.

The Welcome Pack supplied to each new customer details how speed tests can be carried out by the customer and out network engineers are happy to carry out speed tests for customers when they suspect and issue with their connection.


## NETWORK UPTIME


Network Uptime is monitored 24/7 through the systems covered earlier – LibreNMS, ServersAlive monitoring. Both of which will email an alert to the support Ttam, within minutes of an inactive probe or sensor.

For any impacting events on network uptime, Kencomp will publish a network status message that can be listened to via a phone call to our support line.


## FAULT MANAGEMENT


Kencomp have a number of procedures and processes in place to ensure that all network faults are managed in a timely fashion. Customer issues are dealt with as a priority when each issue arrives. 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 customer tracking and logging system. All support issues are tracked throughout the process, including full information on resolution / cause.


## SUPPORT PROCEDURES

At Kencomp we have a support phone line that is a direct line to or engineers to help with any issues, this is manned during business hours 9 - 5:30 Mon – Fri, 10 – 4 Sat and Sun.

Our of hours we maintain a voicemail system each morning these voicemails are checked by our engineers and ensure that these are dealt with accordingly.

We here at Kencomp have a support email box shared by our engineers and a web page where you can report issues that will be emailed directly to our engineers.

We inform customers of ongoing issues or faults using our network status message that can be listened to by called our support number.

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