QUICKLINE

Network Standards Policy

Quickline are dedicated to designing, implementation and monitoring a robust core network to ensure our customers enjoy the best quality of service. We only use tried and tested systems and employ responsive competent people to monitor and maintain the network.

Network Monitoring

- Our monitoring platform constantly monitors the status of the core Backhaul and Access Layers and includes automated alerting on all core, access and Business First connections.
- Core Network Example – Zabbix, Sonar Pulse, Preseem
- Business Customer - Zabbix, Sonar Pulse, Preseem
- Residential Customer - AirControl, CN Maestro, Sonar Pulse, Preseem
- MINIMUM STANDARDS - Every device on the network is monitored 24/7 x 365 with historical data /graphing available to Support, Management and Network Engineers

Contention Planning

- When designing a network and backhaul links we consider the likely uptake by the residential and business community and set a self-imposed threshold for connections. Our CRM is updated to show this so other colleagues can see remaining capacity to sell on. Equally if an access point is flagged full by the NOC team, then our CRM holds any additional sales from being made, until an upgrade has been considered.
- We use Zabbix and Weathermap to monitor and view traffic on Backhaul Links to see spare capacity and act upon any heavy load areas.
- For Business First customers, contention is defined via the SLA agreement with the customer.
- **Speed Measurements**
    - Our provisioning handover includes an internal speed test via internally hosted infrastructure and or public speed test server.
- We provide our customers with a support guide on how to properly test the speed. It includes;
    - An explanation of the difference between MBps and Mbps.
    - That speed testing must be hard wired into the router and not via WiFi wherever practical, in order to avoid potential low readings.
    - Ensuring no other devices are connected and using bandwidth during the test

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Network Uptime

- We continuously monitors core network uptime and availability. This includes our border gateway routers, as well as every router, node and network switch across our full network. The network is designed to exclude single points of failure at critical points, such as incorporating multiple IP Transit and Internet Exchange connections. Quarterly core network statistics are available to business subscribers on request.
- For any impacting events on network uptime, Quickline has a documented Incident Report or RFO (Reason for Outage) Report for each event, which is circulated internally for management, lessons learnt and network improvements. These reports are routinely reported to Business First customers.

Fault Management Procedures Not customer facing

- We have standard procedures for dealing with network issues, within this procedure different types of fault are defined. For example, an issue with a repeater site would be treated with greater urgency / response than a single residential customer.
- Such incidents are tracked in our bespoke Incident Management System (IMS). All incidents are opened and tracked to conclusion, including extent of disruption, impact to SLA and cause. Incidents are reported upon monthly by our management team for continuous improvement and capacity management purposes.

Bandwidth Guarantees

FTTP guarantee

We guarantee that the minimum upload and download speed between the Internet and the Quickline router in your home will not drop below 75% of the speeds that you have signed up for. We cannot guarantee the speed of your in-home wi-fi, or of sites and services on the Internet, as they are beyond our control. Over a 24-hour period, your average speed will be the speed that you have signed up for.

FWA guarantee

We guarantee that the minimum upload and download speed between the Internet and the Quickline router in your home will not drop below 50% of the speeds that you have signed up for. We cannot guarantee the speed of your in-home wi-fi, or of sites and services on the Internet, as they are beyond our control. Over a 24-hour period, your average speed will be at least 75% of the speed that you have signed up for.