



All organisations connected to the emPSN network have a designated fault-reporting route which should, when followed, result in any problems being resolved with the minimum of delay. The fault-reporting route for your organisation is detailed below.

Changes to your service should be requested through the designated change control route which will allow changes to be made without delay. The Change Control contacts are below.

If you plan to carry out any work on your network that may make your site temporarily inaccessible, please notify your nominated fault-reporting centre in advance, preferably by email.

### Fault Reporting Contacts

Your organisation's connection to emPSN is managed by the KCOM Customer Service Operations Centre (CSOC) and all faults should be reported through any of the following 24/7 channels:

Channel	Report Through
Online	<a href="https://portal.kcom.com">https://portal.kcom.com</a>
Email	<a href="mailto:service.desk@kcom.com">service.desk@kcom.com</a>
Telephone	0845 122 6873

Fault reports should be made by the staff responsible for the network at your organisation whose details have been registered with the service desk.

### Escalation of problems

KCOM provides an escalation mechanism for customers who are dissatisfied with the general performance of the fault reporting service. Customers should provide full details of their problem to Client Service Desk on 0808 156 0024 or via email on [ClientServiceDesk@kcom.com](mailto:ClientServiceDesk@kcom.com). The request will be logged and steps will be taken to address the problem. KCOM will also investigate the reasons for the unsatisfactory service and provide details of the action taken.

### Incident Tips

In an emergency please contact your fault-reporting centre by telephone for immediate attention. Check your Preferences on the KCOM portal to ensure you receive notifications on incident updates.



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### Change Control Contacts

Changes and informational requests for your service is managed by the Change Control team, all changes should be logged via the portal, by the staff responsible for the network at your site.

Channel	Report Through
Online	<a href="https://portal.kcom.com">https://portal.kcom.com</a>
Email	<a href="mailto:change_control@kcom.com">change_control@kcom.com</a>
Telephone (updated)	01482 768785

### Change Control Tips

For the purpose of security, we recommend sites regularly review their firewall rules and clear down anything they no longer use. Information about your firewall rules can be offered through a request to Change Control.

The change team will action Network change – Access Control List (ACL), additional IP Ranges, Layer3 adjustment requests to a target of 5 working days, although they are typically completed much quicker.

Firewall change requests will be actioned within 24hours on the basis clear information is given and the request is for a reasonable number of hosts. Firewall requests for information such as existing configuration and larger change requests will be targeted to be completed in 5 working days.

If you need any further information on fault-reporting, please get in touch with us on 01604 879869 or [support@empsn.org.uk](mailto:support@empsn.org.uk) .

Kind regards

The emPSN team



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