

Fault Types

Listed below are the commonly understood fault types that can affect Ethernet connections, including their fault priority.

Hard down

- Total loss of service in one or both directions (upload or download)
- Priority 1 fault which is defined in the Service Level Agreement (SLA)
- Please contact your account manager for more information on Ethernet Terms and Conditions which include the SLA or alternatively, this can be found in your Service Description Guide

Intermittent Connection

- Connection is dropping out intermittently
- Priority 2 or 3 fault, dependent on severity of impact to the end user

Slow Speeds

- Expected bandwidth speeds are not being achieved
- Can have several root causes
- Priority 2 or 3 fault, dependent on severity of impact to the end user

Packet Loss and High Latency

- Varied symptoms, most commonly experienced as slow speeds
- Can have several root causes
- Priority 2 or 3 fault, dependent on severity of impact to the end user

Further details on these fault types can be found in the following articles of this section or in the [First Line Checks guide document](#).