

LINE RENTAL -> CARE LEVELS – SLA'S



CARE LEVELS

- All installations have an associated Care Level, this is set at the time of the provision order and can be upgraded or downgraded within the line's lifetime
- The Care Level refers to the priority of which faults will be resolved by BT OpenReach, i.e. a fault on a line with a Care Level of 4 will be resolved faster than a line with Care Level 1.
- Sites with a high dependency on their telephony services will be more likely to have a Care Level of 4. The higher the Care Level, the higher the charge.
- All business lines will by default have the minimum care level 2 (unless changed). Only residential PSTNs can be assigned care level 1.

LEVEL 1 CARE

- Only residential PSTN lines can be assigned Care Level 1
- Target Resolution: Clear by end of next working day +1 working day
- Engineering Work Times:
 - Monday to Friday: 8am – 6pm*
 - Mornings: 8am – 1pm*
 - Afternoon: 1pm – 6pm*

LEVEL 2 CARE

- This is the default level of care for business lines
- Target Resolution: Clear by end of next working day
- Engineering Work Times:
 - Monday to Friday: 8am – 6pm*
 - Mornings: 8am – 1pm*
 - Afternoon: 1pm – 6pm*

LEVEL 3 CARE

- Target Resolution:
 - In by 1pm fix same day*
 - In after 1pm fix by 1pm the next day*
- Engineering Work Times:
 - Monday to Sunday: (inc Bank Holiday)*
 - Monday to Friday: 7am – 9pm*
 - Saturday to Sunday: 8am – 6pm*

LEVEL 4 CARE



- Target Resolution
Clear within 6 hours
- Engineering Work Times:
Monday to Sunday (inc Bank Holiday): 24hours a day / 7days a week

