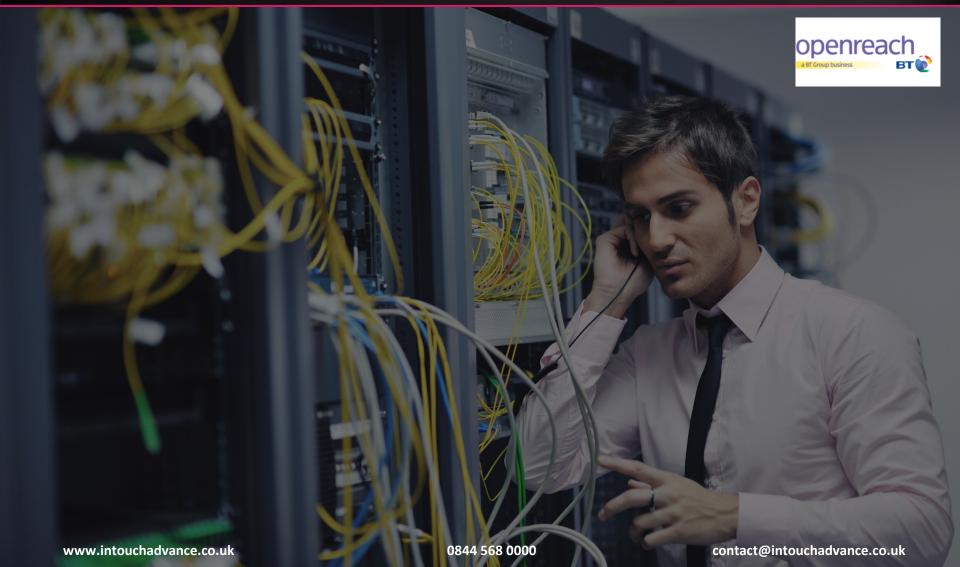
LINE RENTAL -> CARE LEVELS - SLA'S





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 - 6pmMornings: 8am - 1pmAfternoon: 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 - 6pmMornings: 8am - 1pmAfternoon: 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

