LINE RENTAL -> CARE LEVELS - SLAs

Openreach Terms and Conditions

The distinct advantage

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 (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 (inc. Bank Holiday):

Monday to Sunday: 24 hours a day / 7 days a week