

Fact sheet:

Service Maintenance Levels

There are four Service Maintenance Levels – Missed Appointments, Flexible Appointments, Expedite Repair and Special Fault Investigation 2 (SFI2).

There's clear light between each Maintenance Level. So you can onward sell knowing your customers' will be able to see the difference for themselves. Plus we've reduced maintenance level charges and added better contractual terms on all four new levels.

Service benefits

Maintenance Level target fix times

Level 1

Clear by 23.59 day after next, Monday to Friday, excluding Public and Bank Holidays. For example, report Tuesday, clear Thursday.

Level 2

Clear by 23.59 next day, Monday to Saturday, excluding Public and Bank Holidays. For example, report Tuesday, clear Wednesday.

Level 3

Report 13.00, clear by 23.59 same day. Report after 13.00 clear by 12.59 next day, seven days a week, including Public and Bank Holiday.

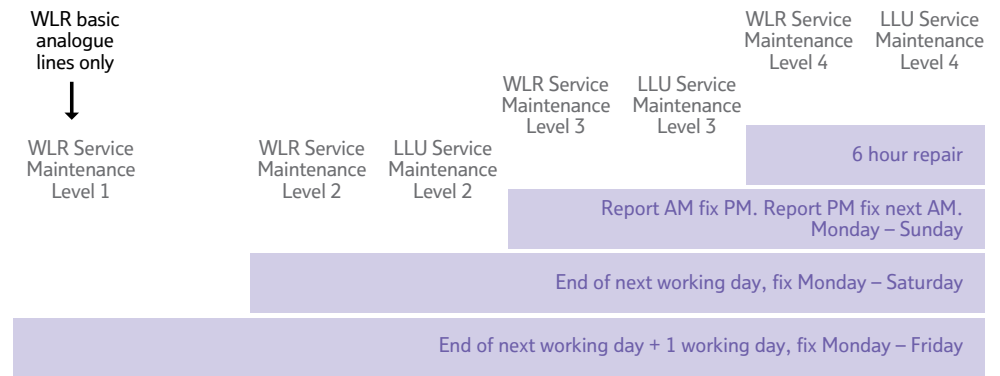
Level 4

Clear within 6 hours, any time of day, any day of the year.

Emergency repairs

If the Maintenance Level a customer's on doesn't meet their needs during a fault, you can pay for a service offering which does as a one-off solution. For example, Expedite Repair guarantees you a 6-hour repair or an automatic payment if we don't clear the fault within that time (i.e. you don't have to claim).

Maintenance Levels by product



Note: Limitations may apply to any of the above. AM/PM cut off is 00:00 and 13:00

Enhanced service offerings

Apart from missed appointments, the following enhanced service offerings are all chargeable:

- **Missed appointments:** Automatic payments to you when the missed appointment is our fault
- **Flexible appointments:** Early morning (07.00 to 08.00), early evening (18.00 to 21.00) and Saturdays (08.00 to 13.00 or 13.00 to 18.00)
- **Repair Expedite (6-hour repair 24x7):** Automatic payments to you if we fail to live up to our promises
- **SFI2:** Aims to speed-up fix times for broadband-related issues and tell you more about what we do on your behalf, leading to a better experience for you and for your customers.

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