

Service Maintenance Levels

Line	Service Level	Clear **	Cost per month
Openreach Maintenance Care Levels (Basic Line- Analogue)	STANDARD: <u>Level 1</u> (within 48 hours)	Clear by 23:59 next day +24 hours, M to Fri*	£0.00
	<u>Level 2</u> (end of next day)	Clear by 23:59 next day, M to Sat*	£1.00
	<u>Level 3</u> (within 24 hours)	Fault reported by 13:00, clear by 23:59- same day, reported after 13:00 clear by 12:59 next day, 365 days a year	£5.00
	<u>Level 4</u> (within 6 hours)	All faults cleared with 6 hours-365 days a year	£7.00
Openreach Maintenance Care Levels (Premium Line- Analogue)	STANDARD: <u>Level 2 +</u> (Business- end of next day)	Prioritised on the day, clear by 23:59 next day, M to Sat*, Improved appt. flexibility	£0.00
	<u>Level 3</u> (within 24 hours)	Fault reported by 13:00, clear by 23:59- same day, reported after 13:00 clear by 12:59 next day, 365 days a year	£5.00
	<u>Level 4</u> (6 hours)	All faults cleared with 6 hours-365 days a year	£7.00
Openreach Maintenance Care Levels (ISDN2e)	STANDARD: <u>Level 2 +</u> (Business- end of next day)	Prioritised on the day, clear by 23:59 next day, M to Sat*, Improved appt. flexibility	£0.00
	<u>Level 3</u> (within 24 hours)	Fault reported by 13:00, clear by 23:59- same day, reported after 13:00 clear by 12:59 next day, 365 days a year	£5.00
	<u>Level 4</u> (6 hours)	All faults cleared with 6 hours-365 days a year	£7.00
Openreach Maintenance Care Levels (ISDN30)	STANDARD: <u>Level 2 +</u> (Business- end of next day)	Prioritised on the day, clear by 23:59 next day, M to Sat*, Improved appt. flexibility	-
	<u>Level 3</u> (within 24 hours)	Fault reported by 13:00, clear by 23:59- same day, reported after 13:00 clear by 12:59 next day, 365 days a year	£5.00
	<u>Level 4</u> (6 hours)	All faults cleared with 6 hours-365 days a year	£7.00

*i.e. fault reported Tuesday, clear by Wednesday, excludes Bank Holidays

Standard Support: Monday to Friday 9:00 am to 5:30 pm

From April 1st, 2016 Technical Support will be available Saturdays & Bank Holidays 9:00 am to 4:00 pm

Out of Hours Support:

Care Level 4 customers -Out of Hours support is FREE.

All Others: £35.00 one-off charge per call (lines & broadband only) + any Openreach charges or fees. Note: The £35.00 fee is to cover external charges for this service.

** Please note that all line repairs are handled through Openreach (part of BT group, not BT telecoms). Openreach looks after the lines, fibres and cables that connect the entire UK. They are responsible for any repairs that are required on their lines, fibres and cables on the exchange to the outside of your business. SCG Wales is your service provider and whom you need to contact if you are experiencing issues with your phone lines or broadband. If required we will liaise with Openreach for scheduling of any repairs.