



PSTN & ISDN Maintenance Options

Maintenance Level Options provided by BT Openreach

CARE LEVEL 1 – (equivalent to BT Standard Care) – **Included as standard**

Maintenance Level 1 operates during working hours (08:00 – 17:00 Monday to Friday, excluding Public and Bank Holidays).

BT Openreach aim to respond to a fault report received before 17:00 on one working day by the end of the next working day.

Where a fault is reported outside normal working hours, the fault will be treated as if it has been reported at the beginning of the next working day. Work will only be carried out during working hours.

CARE LEVEL 2 – (equivalent to BT Prompt Care) – **Included as standard**

Maintenance Level 2 operates during the period 0800 - 1700 hours Monday to Saturday, excluding Public and Bank Holidays.

Where a fault is reported outside normal working hours, the fault will be treated as if it has been reported at the beginning of the next working day.

BT Openreach will respond within 4 working hours of receipt of a fault report. If the fault is not cleared during this period BT will advise the Nominated Contact of the progress being made to clear the fault.

CARE LEVEL 3 – (equivalent to BT Total Care)

Maintenance Level 3 operates 24 hours per day, 7 days a week including Bank and Public Holidays.

BT Openreach will respond within 4 hours of receipt of a fault report. If the fault is not cleared during this period BT will advise the Nominated Contact of the progress being made to clear the fault.

CARE LEVEL 4 – (Premium Maintenance)

This is a super-fast repair service offering a capability with a commitment from BT Openreach to clear a fault within 6 hours. This service operates 24 hours a day, 7 days a week.