

Fixed Line Service Maintenance Level with BT Openreach	Line Fault reporting and SLA times.	BT Engineering Working Times
Service Level 1	<p>Clear by end of next working day + 1, Monday to Friday, excluding Public Holidays and Bank Holidays or the day of the appointment where later.</p> <p><b>Example:</b> Fault reported on Tuesday would have a commitment time of 23.59.59 on Thursday</p>	<p>Monday–Friday 08:00 - 18:00</p>
Service Level 2	<p>Clear by end of next working day, Monday to Saturday, excluding Public Holidays and Bank Holidays or the day of the appointment where later.</p> <p><b>Example:</b> Fault reported on Tuesday would have a commitment time of 23.59.59 on Wednesday.</p>	<p>Monday-Saturday 08:00 - 18:00</p>
Service Level 3	<p>Reported by 11.59 – clear by 23.59.59 same day or the day of the appointment where later.</p> <p><b>Example:</b> Reported after 12.00 – clear by 12.59.59 next day (Monday – Sunday including Public and Bank Holidays)</p>	<p>Monday–Sunday (inc Bank Holiday) 07:00 - 21:00 Mon –Fri 08:00 – 18:00 Sat –Sun</p>
Service Level 4	<p>6hr fix round the clock, 365 days a year</p> <p>This option is for customer sites that can allow 24/7/365 access.</p>	<p>Monday –Sunday (inc Bank Holiday) 24/7</p>