



WLR Service Levels

Service levels available for repairing faults on our network.

For more information call our Customer Experience Team on 03456 200 200

Service Levels are the agreed level of service for faults and repairs on the Openreach network.

Service Level 1

- Cover 5 days a week - 09:00 to 17:30 Monday to Saturday (Excluding public and bank holidays)
- Aim to respond to a fault report received before 17:00 on one working day by the end
- Aim to fix the fault end of next working day + 1 working day (within 72 hours) *

Service Level 2.5

- Cover 6 days a week - 09:00 to 17:30 Monday to Saturday (Excluding public and bank holidays)
- Aim to respond within 4 working hours of the receipt of the fault report
- Aim to fix the fault end of next working day *

Service Level 3

- Cover 7 days a week - 09:00 to 21:00 Monday to Friday, 08:00 to 18:00 Saturday and Sunday (Excluding public and bank holidays)
- Aim to respond within 4 working hours of the receipt of the fault report
- Aim to fix the fault same day if the fault is reported before 12:00, if the fault is reported after 12:00 aim to fix by 13:00 the next day *

Service Level 4

- 6 Hour Repair - 7 Days a week - 24 hours a day - 365 days a year
- Aim to respond to a fault report received before 17:00 on one working day by the end of the next working day.

Feature	Level 1	Level 2.5	Level 3	Level 4
WLR - Wholesale Basic - per line (Residential)	Included	£0.95	£4.00	£6.00
WLR - Wholesale Premium per line (Business)	N/A	Included	£3.30	£5.00
WLR - Wholesale Digital Access per line (which equals 2 channels) (ISDN2)	N/A	Included	£3.30	£5.00
WLR - Wholesale ISDN30 (per channel)	N/A	Included	£2.70	£2.90

Please Note:

LLU Enhanced care is equivalent of WLR (Openreach) Care Level 2.5

LLU Premium care is equivalent of WLR (Openreach) Care Level 3

We strongly recommend that you choose Service Level 4 for all business critical Lines.



Voice



Mobile



Connectivity



M2M



Hosted Services