

Fault Management



Service levels

When taking line rental with Redline Telecom you can select from four different care levels for fault reporting. Service Level 1 is only applicable to a basic line (residential equivalent); all other analogue and ISDN lines come with care level 2 as standard.

Service Level	Summary
Level 1	N/A – Basic / Residential analogue product. A fault to be reported on at any time, however Openreach will only pick up the fault and begin working on it between 08:00 – 17:00 on Monday to Friday (excluding Bank and Public Holidays) Openreach aim, with best endeavours, to complete the repair by the end of the next working day plus one day. For example a fault reported on Monday will be cleared by the end of Wednesday.
Standard Level 2	This is the standard care level on all business grade analogue and ISDN products. It allows a fault to be reported on at any time, however Openreach will only pick up the fault and begin working on it between 08:00 – 18:00 on Monday to Saturday (excluding Bank and Public Holidays). Openreach aim, with best endeavours, to complete the repair by the end of the next working day. For example a fault reported on Monday will be cleared by the end of Tuesday.
Enhanced Level 3	A fault may be reported at any time however Openreach will only work on the fault 07:00 – 21:00 Monday to Friday and 08:00 – 18:00 on Saturday and Sunday, including Bank and Public Holidays. Openreach aim, with best endeavours, to complete the repair by the next half working day. For example a fault reported before 13:00 will be cleared the same day. Any fault reported after 13:00 will be cleared by 13:00 the next working day.
Premium Level 4	A fault may be reported 24 hours a day 7 days a week and Openreach will begin work on it straight away. Openreach aim, with best endeavours, to complete the repair within 6 working hours. Exchange faults and repeat/intermittent faults are excluded from the 6 hour repair.
Expedite	A fault on care levels 1-3 can be expedited to care level 4 on a one off basis 24/7. Openreach aim with best endeavours to clear a fault within 6 hours. This is not available for repeat or intermittent faults and excludes Exchange Faults. The expedite process is only available on copper products.

Note: All repair times assume that site access is available for the working hours of the appropriate care level.
These times will not be kept in area where Openreach issues a Measures Beyond Our Reasonable Control notification

Feature	Level 1	Standard - Level 2	Enhanced – level 3	Premium – Level 4
Analogue Line	N/A	Inc. in Line Rental	£3.90	£5.25
ISDN2	N/A	Inc. in Line Rental	£3.90	£5.25
ISDN30 (per channel)	N/A	Inc. in Line Rental	£1.50	£2.50
Line Expedition (one off)	N/A	£722.50	£167.00	N/A

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Call us on 01432 367188 for more information or email support@redlinetele.com