

Fact sheet:

Service Maintenance Levels

There are five Service Maintenance Levels and a further two enhanced service offerings; Flexible Appointments & Multilevel Repair Expedites.

There's clear light between each Service Maintenance Level. So you can onward sell knowing your customers will be able to see the difference for themselves.

Service benefits

Maintenance Level target fix times

Level 1

Clear by 23:59 day after next, Monday to Friday, excluding public and bank holidays. For example, report Tuesday, clear Thursday.

Level 2

Clear by 23:59 next day, Monday to Saturday, excluding public and bank holidays. For example, report Tuesday, clear Wednesday.

Level Business 2 Plus

Prioritised on the day, clear by 23:59 next day, Monday to Saturday, excluding public and bank holidays. For example, report Tuesday, clear Wednesday.

Level 3

Report 13:00, clear by 23:59 same day. Report after 13:00 clear by 12:59 next day, seven days a week, including public and bank holiday.

Level 4

Clear within six hours, any time of day, any day of the year.

Maintenance Levels by product

Time taken 

Six hour repair	WLR Service Maintenance Level 4	LLU Service Maintenance Level 4	GEA-FTTC Service Maintenance Level 4	GEA-FTTP Service Maintenance Level 4
Report AM fix PM. Report PM fix next AM Monday – Sunday	WLR Service Maintenance Level 3	LLU Service Maintenance Level 3	GEA-FTTC Service Maintenance Level 3	GEA-FTTP Service Maintenance Level 3
Prioritised on the day End of next working day, fix Monday-Saturday		WLR Service Maintenance Business 2 Plus	LLU Service Maintenance Business 2 Plus	
End of next working day, fix Monday – Saturday		WLR Service Maintenance Level 2	LLU Service Maintenance Level 2	GEA-FTTC Service Maintenance Level 2
End of next working day + 1 working day, fix Monday – Friday <small>WLR basic analogue lines only</small>		WLR Service Maintenance Level 1	← LLU N/A on Level 1	

Note: Limitations may apply to any of the above. AM/PM cut off is 00:00 and 13:00

Enhanced service offerings

The following enhanced service offerings are chargeable:

- **Flexible appointments:**
 - Early morning (07:00 to 08:00)
 - Late morning (10:00 to 12:00)
 - Early afternoon (14:00 to 16:00)
 - Early evening (18:00 to 21:00)
 - Saturdays (08:00 to 13:00 or 13:00 to 18:00)
 - Late morning and early afternoon slots are known as **More Focused Appointments (MFAs)**.
- **Multilevel Repair Expedites:** Offers you the ability to temporarily increase the maintenance level on a line for the duration of a fault for a one-off fee. You can choose to expedite to any higher maintenance option (exclusions apply within ISDN30).

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