



Care Levels

It's important to feel looked after and confident that if anything does go wrong with your phone line, you have support in place to put things right. We're here to do just that. Depending on your needs, we have four different levels of care available.

Openreach standard repair times are as follows and are dependent on the line type and the service level selected, as well as engineer resource, fault location and access:

If your phone line is vital, we recommend that you upgrade to a higher care level.

Level 1 (Standard for PSTN Basic – no additional fee)	Clear by 23.59 the day after next, Monday to Friday, excluding Public and Bank Holidays.
Level 2 (Standard for PSTN Premium, ISDN2e, ISDN30e – additional fee on PSTN Basic)	Clear by 23.59 the next day, Monday to Friday, excluding Public and Bank Holidays.
Level 3 (Additional charges)	Report by 13:00, clear by 23.59 the same day. Report after 13:00, clear by 12.59 the next day, seven days a week, including Public and Bank Holidays.
Level 4 (Additional charges)	Clear within six hours, any time of the day, any day of the year.

Ensure that you select the right level of care for your business. To provide resilience in business critical environments we recommend installing a back-up PSTN line (with a second broadband service). If you work weekends, we would recommend level 3 as a minimum.

All repair times assume that site access is available for the working hours of the appropriate care level. Terms and conditions will apply and your Customer Service Advisor will advise if a resolution time is going to take longer than normal.