

Repair Service Levels

Open Reach Rental Options

Feature	Operative Date	Service Maintenance Level 1 (Annual Rental) £ Exc VAT	Service Maintenance Level 2 (Annual Rental) £ Exc VAT	Service Maintenance Level 3 (Monthly Rental) £ Exc VAT	Service Maintenance Level 4 (Monthly Rental) £ Exc VAT
WLR - Wholesale Premium - per line	22/05/2010	Not applicable	Included in line rental	£4.34	£5.60
WLR - Wholesale Digital Access - per line (which equals 2 channels)	22/05/2010	Not applicable	Included in line rental	£4.34	£5.60
LLU MPF	22/05/2010	Not applicable	Included in line rental	£4.34	£5.60
LLU Shared MPF	22/05/2010	Not applicable	Included in product rental	£4.34	£5.60
WLR - Wholesale ISDN30 (per channel)	22/05/2010	Not applicable	Included in line rental	£2.94	£3.17

Multi Level Expedites

Feature	Operative Date	Per Occasion £ Exc VAT
Expedite repair from Service Maintenance Level 1 to Service Maintenance Level 2	22/05/2010	£119.00
Expedite repair from Service Maintenance Level 1 to Service Maintenance Level 3	22/05/2010	£819.00
Expedite repair from Service Maintenance Level 1 to Service Maintenance Level 4	22/05/2010	£1,029.00
Expedite Repair from Service Maintenance level 2 to Service Maintenance Level 3	22/05/2010	£700.00
Expedite Repair from Service Maintenance Level 2 to Service Maintenance Level 4	22/05/2010	£910.00
Expedite Repair from Service Maintenance Level 3 to Service Maintenance Level 4	22/05/2010	£210.00
Expedite Repair from Service Maintenance Level 3 to Service Maintenance Level 4 - ISDN30	22/05/2010	£700.00

Service Levels

Level	Description / SLAs	Engineering Working Times
1- (WLR basic analogue lines)	End of next working day + 1 working day	Monday – Friday 08:00 18:00
2	End of next working day (EoNWD)	Monday – Saturday 08:00 18:00
3	In by 13:00 fix same day, in after 13:00 fix by 13:00 next day (EoNHWD)	Monday – Sunday (inc Bank Holiday) 07:00 - 21:00 Mon-Fri & 08:00 -18:00 Sat-Sun
4	6-Hour repair	Monday – Sunday (inc Bank Holiday)