

## BT Openreach PSTN Response Times and Costs

We understand that when something goes wrong with a customer's BT-Inclarity PSTN phone line, they will want it resolved as quickly as possible, especially if it is their business-critical internet or security line.

To help give you give your clients peace of mind, Inclarity offers BT's PSTN additional care level packages.

SLA/Fix	Line Type Availability	Charge PCM ex vat (per line)
Clear by 23.59 day after next working day, Monday to Friday, excluding Public and Bank Holidays. For example, fault reported Tuesday cleared Thursday.	Included with Basic Line	Free of Charge
Clear by 23.59 next day, Monday to Saturday, excluding Public and Bank Holidays. For example, fault reported Tuesday cleared Wednesday.	Basic Line	£1.25
	Premium Line	Free of Charge
Report by 13.00, clear by 23.59 same day. Report after 13.00, clear next day by 23.59. For example, fault reported Tuesday before 13.00, clear same day by 23.59. The service is available 24 x 7 x 365.	Basic and Premium Line	£4.50
Clear within 6 hours, any time of the day of the year. This requires access 24/7 to the address for the engineer, as they could/will turn up unannounced. This level is normally used for Banks, The NHS, Super Markets and Government buildings. However, if the address has 24/7 manned access this can be applied to the line.	Basic and Premium Line	£5.60

Our Customer Service Team will always do their very best to try to help eliminate any local problems over the phone, however, if we cannot resolve the problem we will then raise the issue with BT Openreach for you to investigate and resolve the fault within the SLA's of your chosen BT Care Level package.

Note: The above will also apply if we have migrated your existing PSTN service from another provider and you already have an additional care package on your line. The Care Package will migrate across with the line on a like-for-like basis and you then have the option to upgrade the care package any time.

- Emergency repairs:** If the customer's Maintenance Level does not meet their needs during a fault, a payable one-off, Expedite Repair service is available.

## BT Openreach Time Related Charges and Repair Policy

**Free repair of faults** - Where a reported fault is found to be on an Openreach product or service which is under guarantee or is covered by a maintenance or rental agreement, Openreach will repair the fault or replace the faulty equipment in accordance with the terms of the guarantee or agreement, and in line with the repair level on the line at the time of reporting the fault.

**Openreach Time Related Charges (TRCs)** are raised to cover time spent by Openreach engineers repairing faults where this work is not covered under the terms of the service contract with Openreach, and for providing or rearranging network, equipment, abortive visit and no fault found.

**Estimated charges will be quoted at the time by Inclarity.**

### Repair of faults

Chargeable callouts are required to repair faults associated with Openreach products or end customer's owned wiring or equipment. Charges are based on a call out (visit) charge and a per hour rate. If the engineer can repair the fault by unplugging a piece of equipment or wiring with no further investigation, then only the call-out charge will apply. Otherwise the hourly rate will also apply.

This covers the situation where the fault is found to be.

**Estimated charges will be quoted at the time by Inclarity.**

1- No fault found when tested; Charged when an engineer is dispatched to the field and finds no evidence of an Openreach Fault.

2 - Fault Proved to customers equipment such as in the case of Cordless phones and Broadband equipment; The charged will be raised when the Openreach Engineer diagnoses the fault condition to the customers equipment.

3 - Customer's wiring within the end customer's premises where damage has been caused by the end customer.

**To request for additional services on your line or to raise a fault or issue, please call our Customer Services Team:**

**Telephone: 0800 987 8000 (option 1)**  
**Email: [customerservices@inclarity.co.uk](mailto:customerservices@inclarity.co.uk)**