

Care Level Name	Response Times	Fix Times	Service Credits upon Failure of the Service	Exclusions	Caveats
PHONE LINES					
Standard Care	Operates during working hours (0800 - 1700 hrs Monday to Friday, excluding Bank and Public Holidays). Blue Saffron aim to respond to a fault report received before 1700 hrs on one working day by the end of the next working day. Work will be carried out only during working hours.	Blue Saffron will clear a Failure of the Service before midnight on the first working day following the working day the customer reports the Failure of the Service to Blue Saffron or on a later date agreed by both parties	If Blues Saffron fails to meet the commitment for clearing a Failure of the Service, then subject to any limitations as set out in the Terms and Conditions, for each day or part day Blue Saffron is late in clearing a Failure of the Service, the Customer shall be entitled to an amount equal to 1 day's line rental charge for the Wholesale Access Line affected by the failure.		The maximum compensation payable under this section for any one failure or series of related failures shall be limited to £200 per Line per annum.
Prompt Care	Operates during the period 0800 - 1700 hrs Monday to Saturday, excluding Bank and Public Holidays. Blue Saffron will respond within 4 working hours of receipt of a fault report. If the fault is not cleared during this period, Blue Saffron will advise the customer of the progress being made to clear the fault via the contact.	Blue Saffron will clear a Failure of the Service before midnight on the first working day following the working day the customer reports the Failure of the Service to Blue Saffron or on a later date agreed by both parties	If Blues Saffron fails to meet the commitment for clearing a Failure of the Service, then subject to any limitations as set out in the Terms and Conditions, for each day or part day Blue Saffron is late in clearing a Failure of the Service, the Customer shall be entitled to an amount equal to 1 day's line rental charge for the Wholesale Access Line affected by the failure.	If staff are available Blue Saffron may, at the customer's request, continue to work on a fault reported under Prompt Care outside working hours without a break. Blue Saffron may make additional charges.	This service is not available to customers using PSTN split line voice service. The maximum compensation payable under this section for any one failure or series of related failures shall be limited to £200 per Line per annum.
Total care	Operates 24 Hours per day, 7 days a week including Bank and Public Holidays. Blue Saffron will respond within 4 hours of receipt of a fault report but this does not apply to faults which do not immediately affect the use of equipment by the customer. If the fault is not cleared during this period, Blue Saffron will advise the customer of progress being made to clear the fault via the contact.	Blue Saffron will clear a Failure of the Service within 24 hours of the customer reporting the Failure of the Service to Blue Saffron or on a later date agreed by both parties	If Blues Saffron fails to meet the commitment for clearing a Failure of the Service, then subject to any limitations as set out in the Terms and Conditions, for each day or part day Blue Saffron is late in clearing a Failure of the Service, the Customer shall be entitled to an amount equal to 1 day's line rental charge for the Wholesale Access Line affected by the failure.	This service is not available to customers using PSTN split line voice service.	Blue Saffron reserves the right to withdraw the free TotalCare option from a Blue Saffron Business Plan (CR) customer who, in Blue Saffron's opinion, is making unreasonable use of the free TotalCare service.
Priority Prompt	Priority Prompt and Total Care - are available to customers/installations categorised as being essential for the preservation of human life and/or the defence of the Realm. The list of such customers has been agreed with Ofcom and is held by Blue Saffron. The services are as for Prompt & Total Care above but additionally, faults which interrupt or restrict the use of the equipment or service will be given priority within the response period. Lines receive a discount on the normal Prompt and Total Care charges but all other products are charged at the same rate as Prompt Care and Total Care for that product.	special arrangements apply	special arrangements apply		The maximum compensation payable under this section for any one failure or series of related failures shall be limited to £200 per Line per annum.
BROADBAND					
Standard Care (ADSL and SDSL)	No Guaranteed Response Time	Standard Care is the default on all ADSL and SDSL services unless otherwise stated. Once escalated, Standard Care offers a 40 clock hour clear within BT wholesale, but no guaranteed response time. No out of hours service visits are available	Where the 40 hour clear is not met, no compensations are payable.		Note It is sometimes necessary for a BT Engineer to attend an End-User site. Where BT are at fault, no charge is made for this service, but where the fault is traced to the End User equipment or in-house telephone wiring a charge will be made of £70 which will be billed to the customer.
Enhanced Care (ADSL and SDSL)	4 hour response time	Enhanced Care offers a 20 clock hour fix and 4 hour response time. Enhanced Care is optional on ADSL (except Home ADSL 50:1) and SDSL services, but does not cover the copper pair/PSTN line. Out of hours visits may be available where unrestricted access is feasible.	A Service level credit of £25 will be given if a fault continues past the guaranteed repair time, including weekends and bank holidays. This Service Level Credit will be a credit against the advanced rental due on the broadband line experiencing the fault.		Note It is sometimes necessary for a BT Engineer to attend an End-User site. Where BT are at fault, no charge is made for this service, but where the fault is traced to the End User equipment or in-house telephone wiring a charge will be made of £70 which will be billed to the customer.
Leased Lines	Operates 24 Hours per day, 7 days a week including Bank and Public Holidays. Blue Saffron will respond within 4 hours of receipt of a fault report but this does not apply to faults which do not immediately affect the use of equipment by the customer. If the fault is not cleared during this period, Blue Saffron will advise the customer of progress being made to clear the fault via the contact.	All leased line connections are provided with 24/7 cover with 8 hour fix times as standard.	If a Leased Line is out of service for more than 4 hours, then a credit of 1% of the monthly recurring Charge for each hour over 4 hours.		