

**Service Maintenance Level 2 (Prompt Care – Our Standard Service)**

<b>Fault Reporting and SLA Times</b>	<b>Engineering Working Times</b>
Fault clear by end of next working day. <i>Example:</i> Fault reported at any time between 00.01 – 23.59.59 on Tuesday would have a commitment time of 23.59.59 on Wednesday.	Monday – Saturday (excl. Public Holidays and Bank Holidays*)  08:00 – 18:00

**Service Maintenance Level 3 (Total Care)**

<b>Fault Reporting and SLA Times</b>	<b>Engineering Working Times</b>
Fault clear same day or within in 24 hours <i>Example:</i> Reported after 13.00 – clear by 12.59.59 next day	Monday – Sunday (inc. Bank Holiday) Mon – Fri , 07:00 – 21:00  Sat – Sun , 08:00 – 18:00

**Service Maintenance Level 4 (Critical Care)**

<b>Fault Reporting and SLA Times</b>	<b>Engineering Working Times</b>
Fault clear within 6 hours, round the clock, 365 days a year	Monday – Sunday (inc Bank Holiday) 24/7