

WLR Service Levels

Service levels available for repairing faults on our network.

Service Levels are the agreed level of service for faults and repairs on the Openreach network.



Service Level 1

- Cover 5 days a week - 09:00 to 17:30 Monday to Saturday (Excluding public and bank holidays)
- Aim to respond to a fault report received before 17:00 on one working day by the end
- Aim to fix the fault end of next working day + 1 working day (within 72 hours) *

Service Level 2.5

- Cover 6 days a week - 09:00 to 17:30 Monday to Saturday (Excluding public and bank holidays)
- Aim to respond within 4 working hours of the receipt of the fault report
- Aim to fix the fault end of next working day *

Service Level 3

- Cover 7 days a week - 09:00 to 21:00 Monday to Friday, 08:00 to 18:00 Saturday and Sunday (Excluding public and bank holidays)
- Aim to respond within 4 working hours of the receipt of the fault report
- Aim to fix the fault same day if the fault is reported before 12:00, if the fault is reported after 12:00 aim to fix by 13:00 the next day *

Service Level 4

- 6 Hour Repair - 7 Days a week - 24 hours a day - 365 days a year
- Aim to respond to a fault report received before 17:00 on one working day by the end of the next working day.

Feature	Level 1	Level 2.5	Level 3	Level 4
WLR - Wholesale Basic - per line (Residential)	Included	£0.95	£4.00	£6.00
WLR - Wholesale Premium per line (Business)	N/A	Included	£3.30	£5.00
WLR - Wholesale Digital Access per line (which equals 2 channels) (ISDN2)	N/A	Included	£3.30	£5.00
WLR - Wholesale ISDN30 (per channel)	N/A	Included	£2.70	£2.90

Please Note:

LLU Enhanced care is equivalent of WLR (Openreach) Care Level 2.5

LLU Premium care is equivalent of WLR (Openreach) Care Level 3

We strongly recommend that you choose Service Level 4 for all business critical Lines.

