

# Service level guarantees

Our services –Broadband Access, Voip telephony - are designed to be available 24 hours a day, every day. Automated programs backed by skilled engineers monitor them and additional teams are available should problems arise. In over 95% of cases faults can be fixed remotely.

Business Broadband Network offers the following Optional service Level Guarantee (SLG):

- Level1: guaranteed repair within 24 working hours, during normal business hours
- Level2: guaranteed repair within 8 working hours, during normal business hours
- Level3: guaranteed repair within 4 working hours, 24/7/365

**DSL Level1 included; level 2, 3 POA**

The repair time is for all qualifying technical faults reported to the support team (During normal business hours of 9am till 6pm Mon-Fri.) The SLG covers two aspects of your service. These are:

- Internet connectivity - if you have no end-to-end IP connectivity between the internet and the Ethernet interface at your premises
- Voip Availability - if you can't make and receive calls via our VoIP platform if purchased.

## How to report a fault

- Telephone 01158718379 mon-fri 9am to 6pm
- You must obtain a support ticket reference number from our support team
- You can open a support ticket at [www.ineedbroadband.co.uk/support](http://www.ineedbroadband.co.uk/support) and this will create a support ticket ref
- We will respond to you within 4 working hours of the fault being report, with a explanation or resolution.
- If a engineer visit is required we will endeavor to send out a engineer on the same day if the fault was reported before midday, if after midday then your engineer will be appointed for the following morning or afternoon