

## Fixed Line Care Levels

At Futuretel Scotland we believe that it is of the upmost importance to offer only the best support packages to ensure that in times of trouble, you can be sure that you are receiving the best care level available. Care Levels will be used should a fault arise on one of your business lines and we provide a full range of support packages to make sure your lines are back up and running as quickly as possible.

### Level 1 - Standard Care

This level of care is provided as standard to all clients on all lines and will entitle you to the following benefits:

- Fault reporting Monday to Friday (excluding Bank and Public Holidays)
- Engineer Visits Monday to Friday 8am to 6pm
- Maximum initial response time of four hours
- Option to divert calls to another working business line or mobile
- Fix Fault By – the end of the second working day after the fault was reported

### Level 2 - Prompt Care

Available at an additional cost:

- Fault reporting Monday to Saturday (excluding Bank and Public Holidays)
- Engineer Visits Monday to Saturday 8am to 6pm
- Maximum initial response time of four hours
- Option to divert calls to another working business line or mobile
- Fix Fault By – the end of the next working day

### Level 3 - Total Care

Available at an additional cost:

- Fault reporting seven days a week including Bank and Public Holidays
- Engineer Visits Monday to Sunday 8am to 6pm including Bank Holidays.
- Maximum initial response time of four hours
- Option to divert calls to another working business line or mobile
- Fix Fault By – within 24 hours

### Level 4 - Critical Care

Available at an additional cost:

- Fault reporting seven days a week including Bank and Public Holidays
- Engineer Visits Monday to Sunday 8am to 6pm including Bank and Public Holidays.
- Immediate response time
- Option to divert calls to another working business line or mobile
- Fix Fault By – within six hours

Line Type	Prompt Care		Total Care		Critical Care	
PSTN (Analogue) Residential	£	5.23	£	5.98	£	8.34
PSTN (Analogue) Business	£	5.23	£	5.98	£	8.34
ISDN2	£	5.23	£	5.98	£	8.34
ISDN30	£	5.23	£	5.98	£	8.34

Charges listed are per line, per month and exclusive of VAT