

# **Broadband Care Levels**

Gamma Telecom provides 2 levels of maintenance care:

## **Standard Care**

This is the default service level provided at no extra cost. For the reporting of faults, this care level operates during business hours only. If an engineering visit to a site is required, then Gamma will respond during business hours.

Engineering visits are available during normal working hours, Monday to Friday, 08.00 - 18.00 (excluding UK Public and Bank Holidays).

## **Business Care**

This is a chargeable option and operates 24 hours a day, 7 days a week (including UK Public and Bank Holidays).

Please note that clock hours run during the time the fault is in Gamma's control. Where a fault is with the partner the clock stops and only restarts when passed back to Gamma. Broadband services that have purchased Enhanced Care service must be aware that 'out of hours' (see above) Engineering visits may be used to complete a repair if unrestricted access is available.