



## What are your Service Level Agreements for fault repairs?

As a Woav customer, we provide the following care levels in the event that you experience a loss of service. The price you pay depends on the level of service you need. If you're unsure what your current care level is, please either drop us a line to [service@woav.co.uk](mailto:service@woav.co.uk) clearly quoting your account number and the information that you require, or give one of our friendly team a call on 0330 159 8111.

Option	Charge	Features of Service*
Care Level 1	Included	Fault to be fixed within 2 business** days, following report to the wholesaler
Care Level 2	£2.50pm	Fault to be fixed by end of next business** day, following report to the wholesaler
Care Level 3	£3.50pm	Faults reported by 12:59 to be fixed by 23:59 same day. Faults reported at or after 13:00 to be fixed by 12:59 next day (Monday-Sunday including Public/Bank Holidays)
Care Level 4	£5.00pm	Fault to be fixed within 6 hours, anytime of day, any day of the year, following report to the wholesaler
Broadband	Included	Fault repaired within 48 hours following report to the wholesaler

\*\* Business days means Monday to Friday, excluding weekends and public/bank holidays

**\* Please note that the above timescales are target resolution timescales, not guaranteed fixes, and we do not provide any compensation where these timescales are exceeded.**

The cost of these care levels does not cover any charges for work completed by Openreach to repair any fault, also referred to as 'time related charges'. Before arranging an appointment with Openreach the time related charges will be explained and confirmed with you.

We do not currently offer any service level agreements outside of loss of service issues, including any delays in the scheduled activation of your service or any pre-arranged appointment with Openreach.