

# OUR 02/36 APPENDIX 1

## C&W Proposed Leased Circuit Service Level Agreement

Cable and Wireless Guernsey Service Level Schedule defines the standard level of fault response and provision target times for Private Services, both analogue and digital within the Bailiwick of Guernsey

### Standard Service

#### **Provision of Service (Analogue and Digital Private Services)**

Analogue Private Service	20 Working Days
Digital Private Services	20 Working Days

We will provide You with the Service on the terms and conditions as stated.

We plan to deliver a working service by the time as agreed with you or within the maximum time for provision as stated on the order form.

Requests made to us relating to the provision of Service must be made in writing to:  
Cable and Wireless Guernsey Limited PO Box 3 St Peter Port, Fax 724640 or [provision@cwguernsey.com](mailto:provision@cwguernsey.com)

If you require any work for the provision of service to be undertaken outside of the normal hours then a charge will be made based on the applicable hourly rate.

#### **Fault Support (Analogue and Digital Private Services)**

Fault Support	Via Customer Support Centre on 151 24 hours a day.
Fault Cover	Normal working hours 0800 – 1700 hours Monday to Friday. Excluding Public/Bank Holidays
Fault Response	Within 8 hours of receipt of fault report – in working hours only.
Clear	Resumption of service by the end of the next working day.

You may report faults to us at any time by dialling service code 151. Where a resolution cannot be made at the time of reporting then We will ask you to provide us with a contact telephone number to enable progress on fault clearance to be made.

We will:

1. provide advice by telephone
2. carry out tests and diagnostics on the service
3. if required visit the Your premises or work to a point in Our network
4. work to resolve the fault within the agreed time period as stated in the schedule

If We respond and work on a reported fault and it is subsequently found not to be a fault with Our service then a charge will be made based on the applicable rate defined in the Price List for the service.

Attention to faults outside of the stated time will be charged at the C&W applicable rate defined in the Price List for the service.