

## Important Notice - New Line Rental Service Levels

As from Saturday 22<sup>nd</sup> May, BT Openreach is changing the industry wide maintenance service levels available on all wholesale line rental and LLU lines.

The service levels that Daisy offers to its customers will therefore also change.

The current range of 9 service levels will be reduced to 4 levels which will be available on all line types; this includes a new service level offering a 6 hour fix, 365 days a year.

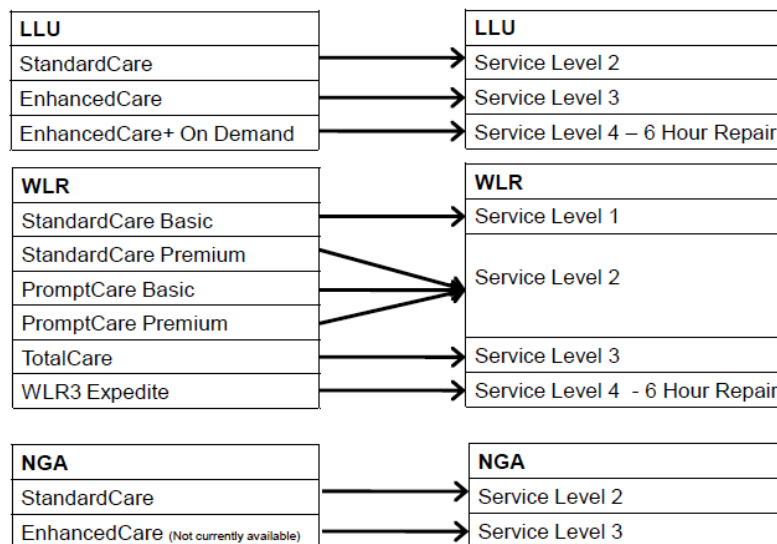
New expedite orders are also available, which will allow you to improve the service level that you receive should you need to resolve a fault urgently.

### New Service Levels

| Level                               | Description / SLAs                                                      | Engineering Working Times                                                                           |
|-------------------------------------|-------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| <b>1 – WLR basic analogue lines</b> | End of next working day + 1 working day                                 | Monday – Friday (excl Bank Holidays*)<br>08:00–18:00                                                |
| <b>2</b>                            | End of next working day (EoNWD)                                         | Monday – Saturday<br>08:00–18:00 (excl Bank Holidays*)                                              |
| <b>3</b>                            | In by 13:00 fix same day, in after 13:00 fix by 13:00 next day (EoNHWD) | Monday – Sunday (inc Bank Holiday)<br>07:00–21:00 Mon-Fri (via FA in tariff)<br>08:00–18:00 Sat-Sun |
| <b>4</b>                            | 6-Hour repair                                                           | Monday – Sunday (inc Bank Holiday)<br>24/7                                                          |

### Service Level Mappings

Existing service levels (Standard Care, Prompt Care and Total Care) will automatically default over to the new service levels. The mapping for these default changes is detailed below:



## How does this affect you?

The majority of Daisy customers will continue to receive the same or an improved service level without any additional charge with the one exception:

- Due to cost price changes, the price for service level 3 for basic line customers that currently have Total Care, will change to £4.50 per month.

## Price List

Standard pricing for all service levels will now be as follows. Note that this includes the new level 4 (6hr SLA service levels):

| WLR Maintenance (Sell Pricing)                                      | Service Maintenance Level 1 (Monthly Rental) | Service Maintenance Level 2 (Monthly Rental) | Service Maintenance Level 3 (Monthly Rental) | Service Maintenance Level 4 (Monthly Rental) |
|---------------------------------------------------------------------|----------------------------------------------|----------------------------------------------|----------------------------------------------|----------------------------------------------|
|                                                                     | £ Exc VAT                                    | £ Exc VAT                                    | £ Exc VAT                                    | £ Exc VAT                                    |
| WLR - Wholesale Basic -per line                                     | Included in line rental                      | £1.50                                        | £4.50                                        | £6.00                                        |
| WLR - Wholesale Premium - per line                                  | Not applicable                               | Included in line rental                      | £3.30                                        | £5.50                                        |
| WLR - Wholesale Digital Access - per line (which equals 2 channels) | Not applicable                               | Included in line rental                      | £3.30                                        | £5.50                                        |
| LLU MPF                                                             | Not applicable                               | Included in line rental                      | £3.30                                        | £5.50                                        |
| LLU Shared MPF                                                      | Not applicable                               | Included in product rental                   | £3.30                                        | £5.50                                        |
| WLR - Wholesale ISDN30 (per                                         | Not applicable                               | Included in line rental                      | £2.30                                        | £3.50                                        |

## Expedite orders

Orders can be expedited at the point of logging a fault with our service desk.

| Expedite Standard Sell                                                                   | Per occasion price |
|------------------------------------------------------------------------------------------|--------------------|
|                                                                                          | £ Exc VAT          |
| Expedite repair from Service Maintenance Level 1 to Service Maintenance Level 2          | £99.00             |
| Expedite repair from Service Maintenance Level 1 to Service Maintenance Level 3          | £675.00            |
| Expedite repair from Service Maintenance Level 1 to Service Maintenance Level 4          | £825.00            |
| Expedite Repair from Service Maintenance level 2 to Service Maintenance Level 3          | £575.00            |
| Expedite Repair from Service Maintenance Level 2 to Service Maintenance Level 4          | £725.00            |
| Expedite Repair from Service Maintenance Level 3 to Service Maintenance Level 4          | £195.00            |
| Expedite Repair from Service Maintenance Level 3 to Service Maintenance Level 4 - ISDN30 | £575.00            |

Should you have any queries please contact your account manager on 0845 4504520 or email [customersupport@daisyplc.com](mailto:customersupport@daisyplc.com)