



Blue Saffron Service Care Level Definitions

Care Level Name	What Is It ?	Notes	Exclusions	Caveats
Standard Care	Operates during working hours (0800 - 1700 hrs Monday to Friday, excluding Bank and Public Holidays). Blue Saffron aim to respond to a fault report received before 1700 hrs on one working day by the end of the next working day. Work will be carried out only during working hours.			
Prompt Care	Operates during the period 0800 - 1700 hrs Monday to Saturday, excluding Bank and Public Holidays. Blue Saffron will respond within 4 working hours of receipt of a fault report. If the fault is not cleared during this period, Blue Saffron will advise the customer of the progress being made to clear the fault via the contact.	If staff are available Blue Saffron may, at the customer's request, continue to work on a fault reported under Prompt Care conditions outside working hours without a break. Blue Saffron may make additional charges.	This service is not available to customers using PSTN split line voice service.	
Total care	Operates 24 Hours per day, 7 days a week including Bank and Public Holidays. Blue Saffron will respond within 4 hours of receipt of a fault report but this does not apply to faults which do not immediately affect the use of equipment by the customer. If the fault is not cleared during this period, Blue Saffron will advise the customer of progress being made to clear the fault via the contact.		This service is not available to customers using PSTN split line voice service.	Blue Saffron reserves the right to withdraw the free TotalCare option from a Blue Saffron Business Plan (CR) customer who, in Blue Saffron's opinion, is making unreasonable use of the free TotalCare service.
Priority Prompt	Priority Prompt and Total Care - are available to customers/installations categorised as being essential for the preservation of human life and/or the defence of the Realm. The list of such customers has been agreed with Ofcom and is held by Blue Saffron. The services are as for Prompt & Total Care above but additionally, faults which interrupt or restrict the use of the equipment or service will be given priority within the response period. Lines receive a discount on the normal Prompt and Total Care charges but all other products are charged at the same rate as Prompt Care and Total Care for that product.			