

Our Landline Service Levels



Telefonica

We're better, connected



Your fault service levels

You can report a fault at any time: our phone lines are open round the clock.

Level One

This is our basic level, it's only available on Single Landline.

If you report a fault on a working day between **8am and 6pm, Monday to Saturday** we'll fix it by the end of the second working day (excluding public and bank holidays). Report a fault outside these hours and we'll fix it within three working days.

Level Two

If you report a fault on a working day between **8am and 6pm, Monday to Saturday** we'll fix it by the end of the next working day (excluding public and bank holidays). Report a fault outside these hours and we'll fix it within two working days.

Level Three

If you report a fault **before 1pm**, we'll fix it by the end of the day including public and bank holidays. If you report a fault **after 1pm** within working hours we'll fix it before 1pm the next day. Work is normally carried out during working hours: **7am to 9pm Monday to Friday, 8am to 6pm Saturday, Sunday, public and bank holidays.**

Level Four

We'll fix it within six hours. **Any time, any day, even Christmas day.**

If there's anything else you want to know, just ask your O2 Account Manager.

At a glance

Service	Price (ex. VAT)
Level One	Free with Single Landline Only
Level Two	Free with ISDN30, Landline, ISDN2 Level Two will appear on your bill
Level Three	£4.00 a month per line for Landline/ISDN2 or per channel on ISDN30
Level Four	£5.00 a month per line on Landline/ISDN2 or channel on ISDN30
Expedited repair: Upgrade to Level Three from Level Two	Per occasion (one-off charge) • £600 for each Landline (Premium) and each ISDN2 line
Expedited repair: Upgrade to Level Four	Per occasion (one-off charge) Upgrade from Level Two • £750 for each Landline (Premium) and each ISDN2 line Upgrade from Level Three • £200 for each Landline (Premium) and ISDN2 line • £1200 per ISDN30 bearer

Terms and conditions.

All prices exclude VAT. Please refer to o2.co.uk/enterprise

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