

CHESS CARE LEVELS

Level	Engineering Working Times	Description / SLAs	Single Analogue Basic (Res)	Single Analogue/ Multi-Line Premium	ISDN2 Premium	ISDN30 Premium
1 Basic Lines Only	Mon – Fri (Excl Bank Hols) 08:00-18:00	Clear by 23.59 day after next, For example, report Tuesday, clear Thursday	FOC	N/A	N/A	N/A
2	Mon – Sat (Excl Bank Hols) 08:00-18:00	Clear by 23.59 next day, example, report Tuesday, clear Wednesday	£0.65 per month	N/A	N/A	N/A
3	Mon -Sun (Inc Bank Hols) 07:00-21:00 Mon – Fri 08:00-18:00 Sat – Sun	Report 13.00, clear by 23.59 same day. Report after 13.00 clear by 12.59 next day, seven days a week, including Public and Bank Holiday.	£4.50 per month	£3.75 per month	£3.75 per month (Per Line which = 2 Channels)	£2.50 per month (per channel)
4	Mon – Sun 365 days a year (Inc Bank Hols) 24/7	Clear within 6 hours	£5.75 per month	£4.80 per month	£4.80 per month	£2.75 per month (Per Line which = 2 Channels) (per channel)