

The circumstances need to be more clearly defined.

Is the day the fault is reported the first day? If the fault is reported early morning that could allow effectively 3 days. If reported late then perhaps only 1 day. A 24 hour period would resolve this.

As this is for residential customers and I would expect the service provider to work w/e it is not clear why only working days are included. The effect is to give additional time for the repair.

Most broadband customers would pay more for the ISP service than the compensation provided. eg 25 Pounds/month for Broad Band and 15 Pounds for an internet telephone number. (40 Pounds lost)

It is not clear if the intent is to set an SLA at 2 days (48 hours)

In principle this is a good idea however it is suggested that 24 hours rather than 1 day be used and W/E should count.

An additional SLA is suggested for customers with a Life Line emergency service (12 pounds/month). The present BT Priority Fault Repair Scheme is too restrictive given that more faults would be expected on long lines which may be at isolated home locations where mobile signals are poor/unavailable. The Scheme must include all Life line customers and the service provider must be required to maintain a register of affected lines. Chronically Sick may not require mediate action. A life Line customer who has fallen needs immediate attention and this could be a matter of life or death.

A service provider should be under a duty to proactively assess possible cable vulnerable situations, which in the end could be cost effective.