Standard Service Level Agreement

We appreciate how important internet connectivity is to our customers, our service level agreement is designed to balance our customers needs with the practicalities of running both a fixed-line network, and a fixed wireless network which depends on historic buildings and rural power for its operation.

Definitions

Business Day – 0830 to 1800 Monday to Thursday (excluding public holidays)
              0830 to 1700 Friday (excluding public holidays)

Matters Beyond Our Reasonable Control – Acts of God, storms and other extreme weather events, terrorism, vandalism, fire, flood and wilful damage, please note, this includes obstruction (such as tree growth, new buildings etc) on our Fixed Wireless network

Power Outages – Interruptions to power caused by issues with the local DNO provider

Fault Notification – An email to info@frambroadband.com, support@frambroadband.zendesk.com or a call to our registered telephone numbers

Access Point - A primary site for supply of Fixed Line or Fixed Wireless broadband

Peak Hours – 0800 to 2200 7 days a week

Service Credit – For each day without service beyond the timescales set out, the equivalent number of days will be credited from your next invoice

Obstruction or Deliberate Damage– Where our engineers or third party engineers either cannot make repairs due to safety issues with a customers premises, obstruction/withdrawal of access or difficulty of access, or where customers or other parties have deliberately misused or damaged infrastructure to supply broadband. We or our agents may refuse to work on the equipment, or be unable to work on the equipment until alternative access or a safe method of working is found. MBORC will apply and service credits will only apply when the situation is resolved. In these situations we reserve the right to charge for any additional costs to gain access, unworkable appointments, or to replace equipment deliberately damaged.

Fixed Wireless Customers – Residential

We will answer a Fault Notification within 1 Business Day
We will have an engineer on-site to the fault location (either your premises or the affected Access Point) within 2 Business Days of the Fault Notification
We will have a repair complete within 3 Business Days of the Fault Notification
We will credit every day without service beyond 3 Business Days of the Fault Notification

Fixed Wireless Customers – Business

We will answer a Fault Notification within 4 hours where those 4 hours fall within a Business Day, or across a Business Day boundary (i.e. a fault raised at 1700 on a Monday would be answered by 1130 on a Tuesday).
We will have an engineer on-site to the fault location (either your premises or the affected Access Point) within 1 Business Day of the Fault Notification
We will have a repair complete within 2 Business Days of the Fault Notification
We will credit every day without service beyond 2 Business Days of the Fault Notification

For both of the above, exceptions apply in three cases:

1) Where Matters Beyond Our Reasonable Control are the source of the fault, we will communicate these clearly to all affected customers where a MBORC fault lasts longer than 4 hours from the Fault Notification.

2) In the event of a Power Outage, we will attempt to supply temporary power to an Access Point where it is safe and suitable for us to do so. If we manage to supply temporary power it will normally only be during Peak Hours. We will communicate any temporary power situations to potentially affected customers where the temporary power situation lasts longer than 4 hours from the Fault Notification.

3) Where Obstruction or Deliberate Damage applies, service credits will only apply from when the Obstruction or Damage situation can be resolved, or worked around safely.

Fixed-Line Customers

We will answer a Fault Notification within 1 Business Day
We will raise a fault with the upstream provider upon answer of the Fault Notification where applicable. If fault is not detected by upstream provider tools, we will have one of our engineers on-site to the fault location (either your premises or the affected Access Point) within 2 Business Days of the Fault Notification. If fault determined to be on the upstream providers network, we will book an initial fault appointment between you and the upstream provider and confirm the date. If upstream provider misses the appointment, or cannot fix at the first booked appointment, we will credit every day without service beyond the first appointment date.

Fixed-Line Customers – Enhanced Support

We will answer a Fault Notification within 4 hours where those 4 hours fall within a Business Day, or across a Business Day boundary (i.e. a fault raised at 1700 on a Monday would be answered by 1130 on a Tuesday).

We will raise a fault with the upstream provider upon answer of the Fault Notification where applicable. If fault is not detected by upstream provider tools, we will have one of our engineers on-site to the fault location (either your premises or the affected Access Point) within 1 Business Days of the Fault Notification. If fault determined to be on the upstream providers network, we will book an initial fault appointment between you and the upstream provider and confirm the date. If upstream provider misses the appointment, or cannot fix at the first booked appointment, we will credit every day without service beyond the first appointment date.

For both of the above, exceptions apply in two cases:

1) Where Matters Beyond Our Reasonable Control are the source of the fault, we will communicate these clearly to all affected customers where a MBORC fault lasts longer than 4 hours from the Fault Notification.

2) Where Obstruction or Deliberate Damage applies, service credits will only apply from when the Obstruction or Damage situation can be resolved, or worked around safely.

For all of the above, where a non-MBORC fault persists for longer than 10 Business Days, we may apply additional Service Credits at the Managing Directors discretion.

Last Updated: 01/03/23 – OS – Updates to Obstruction and Deliberate Damage