



## HEY Business Service Standards

This document is designed to provide our business customers with clear and easily accessible information regarding the level of service you can expect in relation to the telephone and broadband services provided by HEY Business.

We know your telephone and broadband services are important and making sure you're happy with them is just as important to us. We want you to be clear about what you can expect from us and what we'll do to put things right if we need to.

This document sets out our commitments in relation to the following contracts for services:

Business Conditions of Telephone Services

Business Conditions for Packaged Services

KCOM Business Lightstream

KCOM Broadband Services OLA, EYE and Lincs LLU

Out of Area Outbound Switched Voice Services

KCOM Terms and Conditions for the use of off-net KCOM Services including off-net Broadband Services

You can view our terms for these services in the [legal and regulatory](#) area of the website. If you've purchased services under any of our other terms and conditions, then please refer to your contract or [contact us](#) if you have any questions.



## Business Conditions of Telephone Services and Business Conditions for Packaged Services

### Connecting your service

When you decide to take our services, we want to provide them to you as soon as possible.

Under our Business Conditions of Telephone Services and Business Conditions for Packaged Services we aim to provide your services within 6 working days (where working days are defined as Monday to Friday 08:00 to 17:00, excluding bank holidays). We may not always be able to meet that timescale due to high demand or unforeseen problems with installation but we'll always let you know the date by which we aim to provide your service.

### Repairing your service

While we try to make sure you don't experience problems with our service, sometimes things do go wrong.

If you think there is a problem with your service you should call 0800 915 5426 or email [heybusiness@kcom.com](mailto:heybusiness@kcom.com). We'll then investigate to find out where the problem is and, if it's on our network and our fault, we'll try to repair it.

We offer the following service levels as standard

Business Conditions of Telephone Services Business Conditions for Packaged Services	We aim to repair faults within 10 working hours, where working hours are defined as a period of one hour occurring between 8.00am and 6.00pm Monday to Saturday except bank holidays.
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BusinessCare Plus is also offered to customers for a quarterly rental and offers a target 5 clock hour fault repair. BusinessCare Plus operates 24 hours per day, 7 days per week including public and bank holidays. Further details can be found in the [KCOM Price List](#).



## Standards of service and compensation

KCOM does not offer guaranteed service level credits in the following situations:

- There is a delay in installing your service
- In the event of loss of service
- We have made an engineer appointment with you and fail to attend
- Where we fail to resolve a fault with your service within the timescales set out in this document

However, if you feel we have haven't meet our commitments then you can [contact us](#) and we'll consider your claim.

When we consider your claim we'll take into account the amount of time you've been without service and any other relevant factors. We'll treat you fairly and deal with your claim promptly.

We might not always be able to accept your claim, for example because of circumstances beyond our control, or where the fault has been caused by you, or otherwise where our terms and conditions state that we are not responsible or liable. If we are unable to accept your claim then we'll always let you know why.



## KCOM Business Lightstream

When you decide to take our services, we want to provide them to you as soon as possible.

Our KCOM Business Lightstream Services take longer to install because of the work we need to do to complete the installation, but we'll agree a date with you when you place your order.

## Repairing your service

While we try to make sure you don't experience problems with our service, sometimes things do go wrong.

If you think there is a problem with your service you should call 0800 915 5426 or email [heybusiness@kcom.com](mailto:heybusiness@kcom.com). We'll then investigate to find out where the problem is and, if it's on our network and our fault, we'll try to repair it.

We offer the following service levels as standard

Business Lightstream Basic 150, Business Lightstream Basic Unlimited, Business Lightstream Ultra, Business Lightstream Hyper & Business Lightstream Giga	We aim to repair faults by the next working day. Working days are Monday to Friday, excluding bank holidays.
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We also offer the following enhanced service levels for an additional charge. Further details can be found in the [KCOM Price List](#).

Same Day Fix 5 Days per Week For faults reported before 12.00 Monday to Friday	Same Day Fix, 7 Days per Week For faults reported before 12.00 Monday to Sunday
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## Standards of service and compensation

KCOM does not offer guaranteed service level credits in the following situations:

- There is a delay in installing your service
- In the event of loss of service
- We have made an engineer appointment with you and fail to attend
- Where we fail to resolve a fault with your service within the timescales set out in this document

However, if you feel we have haven't meet our commitments then you can [contact us](#) and we'll consider your claim.

When we consider your claim we'll take into account the amount of time you've been without service and any other relevant factors. We'll treat you fairly and deal with your claim promptly.

We might not always be able to accept your claim, for example because of circumstances beyond our control, or where the fault has been caused by you, or otherwise where our terms and conditions state that we are not responsible or liable. If we are unable to accept your claim then we'll always let you know why.



## KCOM Broadband Services OLA, EYE and Lincs LLU

### Connecting your service

We aim to provide the services on the Proposed Start Date as defined in your contract.

### Repairing your service

The target time to repair is as follows:

	Teleworker Plus	Bronze Plus	Silver Plus	Gold Plus	Platinum Plus
Category 1 (On-net) services	As Head Office or 2 Working Days	2 Working Days	1 Working Day	1 Working Day	Same day fix

We aim to provide a target time to repair for Category 2 (LLU) Services in accordance with the target time to repair for Category 1 (On-net) Services as defined above. However, we do not guarantee that we target time to repair to the extent that we have to refer the issue to BT.

“Working Days” are Monday to Friday inclusive except for UK bank and public holidays.

The obligation to provide a same day fix required the fault to be reported before 12.00 (midday) Monday to between 08:00 to 17:00.

On-net services are provided over our own network. Off-net services are provided over the network of another provider. We can tell you whether the services we provide are provided over our own network or not

### Standards of service and compensation

KCOM does not offer guaranteed service level credits in the following situations:

- There is a delay in installing your service



- In the event of loss of service
- We have made an engineer appointment with you and fail to attend
- Where we fail to resolve a fault with your service within the timescales set out in this document

However, if you feel we have haven't meet our commitments then you can [contact us](#) and we'll consider your claim.

When we consider your claim we'll take into account the amount of time you've been without service and any other relevant factors. We'll treat you fairly and deal with your claim promptly.

We might not always be able to accept your claim, for example because of circumstances beyond our control, or where the fault has been caused by you, or otherwise where our terms and conditions state that we are not responsible or liable. If we are unable to accept your claim then we'll always let you know why.



## Out of Area Outbound Switched Voice Services

### Connecting your service

We will provide the services on the Proposed Start Date as defined in your contract or, if there is a delay in your contract starting, the date we notify to you.

### Repairing your service

We offer the following Service Levels. The applicable Service Level will depend on your Service Category and in the case of Service Category 3 the Care Level you have selected.

Service Category 1	Service Affecting Faults	Non-Service Affecting Faults
Directly connected Switched Services provided by KCOM fibre. Indirectly connected services using the access method of auto diallers, manual dialling or telephone system. The services names are: <ul style="list-style-type: none"><li>• Directly Connected Switched Voice</li><li>• Indirect Voice – Indirect Voice</li></ul> Indirect Voice 138	4 Hours	48 Hours



<p><b>Service Category 2</b> Directly connected Switched Services provided by a third party network. The services names are:</p> <ul style="list-style-type: none"> <li>• Directly Connected Switched Voice</li> </ul>	<p><b>Service Affecting Faults</b></p> <p>5 Hours</p>		<p><b>Non-Service Affecting Faults</b></p> <p>48 Hours</p>	
<p><b>Service Category 3</b> Indirectly connected services provided over BT lines. The service name is:</p> <ul style="list-style-type: none"> <li>• Indirect voice – Analogue Line Rental</li> <li>• Indirect Voice – ISDN2 Line Rental (Digital Standard &amp; Digital System only)</li> <li>• Indirect Voice – ISDN30 Line Rental</li> </ul>	<p><b>Care Level 1</b> <b>Fix where no appointment is booked</b> For the purposes of Care Level 1 “Working Day(s)” means Monday to Friday excluding UK bank and public holidays Where you report an incident on a Working Day between the hours of 00.00 and 23.59 we guarantee to fix by 23.59 hours on the second Working Day following the day on which the incident was reported. Where you report an incident between the hours of 00.00 and 23.59 on a Saturday or Sunday or on a UK bank or public holiday we guarantee to fix by 23.59 on the second Working Day after</p>	<p><b>Care Level 2</b> <b>Fix where no appointment is booked</b> For the purposes of Care Level 2 “Working Day(s)” means Monday to Saturday excluding UK bank and public holidays Where you report an incident on a Working Day between the hours of 00.00 and 23.59 we guarantee to fix by 23.59 hours on the first Working Day following the day on which the incident was reported. Where you report an incident between the hours of 00.00 and 23.59 on a Sunday or on a UK</p>	<p><b>Care Level 3</b> <b>Fix where no appointment is booked</b> For the purposes of Care Level 3 “Working Day(s)” means Monday to Sunday including UK bank and public holidays Where you report an incident on a Working Day between the hours of 00.00 and 11.59 we guarantee to fix by 23.59 hours on the same Working Day. Where you report an incident between the hours of 12.00 and 23.59 we guarantee to fix by 23.59 on the next Working Day after the day on which the incident was reported.</p>	<p><b>Care Level 4</b> <b>Fix where no appointment is booked</b> For the purposes of Care Level 4 “Working Day(s)” means Monday to Friday excluding UK bank and public holidays We guarantee to fix within 6 hours.</p>

	the day on which the incident was reported.	bank or public holiday we guarantee to fix by 23.59 on the first Working Day after the day on which the incident was reported.		
<p><b>Service Category 3</b> Indirectly connected services provided over BT lines. The service name is:</p> <ul style="list-style-type: none"> <li>• Indirect voice – Analogue Line Rental</li> <li>• Indirect Voice – ISDN2 Line Rental (Digital Standard &amp; Digital System only)</li> </ul> <p>Indirect Voice – ISDN30 Line Rental</p>	<p><b>Care Level 1</b> <b>Fix where we stipulate that an engineer appointment is required</b> For the purposes of Care Level 1 “Working Day(s)” means Monday to Friday excluding UK bank and public holidays We guarantee to fix on the later event of either:</p> <ul style="list-style-type: none"> <li>(a) 23.59 hours on the date of the arranged appointment; or</li> <li>(b) 23.59 hours on the second Working Day following the first Working Day after the day on which the incident was reported.</li> </ul>	<p><b>Care Level 2</b> <b>Fix where we stipulate that an engineer appointment is required</b> For the purposes of Care Level 2 “Working Day(s)” means Monday to Saturday excluding UK bank and public holidays We guarantee to fix on the later event of either:</p> <ul style="list-style-type: none"> <li>(a) 23.59 hours on the date of the arranged appointment; or</li> <li>(b) 23.59 hours on the Working Day immediately following the first Working Day after the day on which the incident was reported.</li> </ul>	<p><b>Care Level 3</b> <b>Fix where we stipulate that an engineer appointment is required</b> For the purposes of Care Level 3 “Working Day(s)” means Monday to Sunday including UK bank and public holidays Where you report an incident between the hours of 00.00 and 11.59 we guarantee to fix on the later event of either:</p> <ul style="list-style-type: none"> <li>(a) 23.59 on the day of the arranged appointment; or</li> <li>(b) 23.59 on the day on which the incident was reported.</li> </ul> <p>Where the Reseller reports and incident between the hours of 12.00 and 23.59 we guarantee to fix on the later even of either:</p>	<p><b>Care Level 4</b> <b>Fix where we stipulate that an engineer appointment is required</b> For the purposes of Care Level 4 “Working Day(s)” means Monday to Friday excluding UK bank and public holidays We guarantee to fix within 6 hours of the incident being reported or within 6 hours from the date and time of the appointment (whichever is later).</p>



			<p>(a) 12.59 on the day of the arranged appointment; or</p> <p>(b) 12.59 on the day immediately following the day on which the incident was reported.</p>	
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### Standards of service and compensation

Where we fail to meet the Proposed Start Date we offer the following service credits:

Working days past Proposed Start Date	Service Category 1	Service Category 2	Service Category 3
For each day that services remain unavailable	0.5% of connection charge	0.5% of connection charge	0.5% of connection charge

Where we fail to meet the Service Levels for repairing a Service Affecting Fault we offer the following service credits:

Working days past Proposed Start Date	Service Category 1	Service Category 2	Service Category 3
Failure to repair in the specified time to repair	2% of annual rental charges for each additional hour up to a maximum of five hours	2% of annual rental charges for each additional hour up to a maximum of five hours	1% of annual rental charges for each additional day

Service credits shall not exceed the total annual rental charge.

Where we have made an engineer appointment with you and fail to attend we do not offer guaranteed service level credits.



## **KCOM Terms and Conditions for the use of off-net KCOM Services including off-net Broadband Services**

### **Connecting your service**

When you decide to take our services, we want to provide them to you as soon as possible. We will advise you of the expected date of delivery when we accept your order.

### **Repairing your service**

While we try to make sure you don't experience problems with our service, sometimes things do go wrong. If you think there is a problem with your service you should [contact us](#).

### **Standards of service and compensation**

KCOM does not offer guaranteed service level credits in the following situations:

- There is a delay in installing your service
- In the event of loss of service
- We have made an engineer appointment with you and fail to attend
- Where we fail to resolve a fault with your service within the timescales set out in this document.