

TalkTalk Business Broadband Service Level Transparency Requirements for SME Customers

Document Scope

This document has been prepared in accordance with the Ofcom General Conditions and applies to TalkTalk Business Broadband services.

The General Conditions require all regulated providers to publish information in relation to their service level agreements.

Transparency requirements in relation to SME Customers

TalkTalk Business Fault Reporting Service Level Agreements

- A TalkTalk Business Customer may report an incident relating to the provision of the Business Broadband Bundle to TalkTalk Business' Customer Services desk 24 hours a day, 7 days a week, and 365 days a year.
- TalkTalk Business will only review and investigate an incident reported by a Customer in accordance with paragraph 6.1 of the terms and conditions of their contract- <https://www.talktalkbusiness.co.uk/globalassets/legal-docs/business-broadband-bundles-terms.pdf> during the hours of 08:00am-8:00pm (365 days a year) .
- The relevant contact number and email addresses are available on TalkTalk Business website <https://www.talktalkbusiness.co.uk/contact-us/>
- TalkTalk Business does not offer guaranteed service level credits for the following scenarios:
 - In the event of loss of service
 - Delayed activation
 - Missed Engineer appointments