

SALCS Broadband SLA Reference

SALCS Broadband Services

Version 1.2 | 01 March 2026

1. Ordering Services & Product Enquiries

1.1 Services

SALCS delivers broadband services through a network of approved supply partners. Whilst SALCS acts as the sole point of contact for all customer communications — including fault reporting, billing queries, and change requests — responsibility for the underlying connectivity service rests with the relevant supply partner. Customers do not hold a direct relationship with our supply partners, and all correspondence must be directed through SALCS.

1.2 Broadband

To order new SALCS Broadband or WLR service(s), or to enquire about product-specific information, availability and pricing:

Enquiries	Email: sales@salcs.uk
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Ordering	Email: sales@salcs.uk
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Core Working Hours

Monday – Friday	9:00am – 5:00pm (excluding Bank Holidays)
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Weekend / Bank Holidays	Closed
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Order Placement Pre-Requisites

- A working telephone line into the premises (except for FTTP services)
- FTTP-enabled premises (applies to FTTP services only)
- Registered premises/postcode within Openreach and Royal Mail Database
- A site contact name and number to support the service installation

Order Acceptance & Delivery

Data validation is completed as part of us placing an order in our supplier portal, and the order is sent directly to Openreach. Incorrect or missing data can result in the order being rejected.

Broadband Expedite

If the Broadband service is required ahead of standard lead times, a chargeable expedite option may be available to improve the delivery date. Expedite services are delivered on a best-endeavours basis and an improved delivery date is not guaranteed. To request, email the sales address with the subject line marked 'Expedite'.

Note: Pricing is available via the sales team.

2. Service Provision – Installation Lead Times

2.1 Broadband

Contact for order updates:

Team	SALCS Networks
Phone	03333 445780
Email	networks@salcs.uk
Working Hours	Monday – Friday 9:00am – 5:00pm (exc. Bank Holidays). Weekends / Bank Holidays – Closed.
Email Response Target	8 working hours

Activity	Standard Target Lead Time
Broadband Connection (SoGEA)	10–15 working days from order acceptance
Broadband Connection + Line Simultaneous Install (SIM)	10–15 working days from order acceptance
FTTP – Existing ONT on site with port capacity	1–2 working days
FTTP – No ONT on site	Subject to desktop survey completed by supplier
DSL Migration	10–15 working days from order acceptance
Service Regrade: Broadband to FTTC	10–15 working days from order acceptance

Note: Target lead times may be subject to change where an MBORC (Matters Beyond Our Reasonable Control) has been declared.

2.2 Service Installation Appointments

Activity	Engineering Appointment	Site Access Required
Broadband	AM: 08:00–13:00 / PM: 13:00–18:00	Yes
FTTP Installation	AM: 08:00–13:00 / PM: 13:00–18:00	Yes

Note: Where there is already a working line to the premises, a go-live date will be provided for an ADSL or SoGEA service. The customer is not required to be on site unless instructed otherwise.

Site Access

Failure to allow an engineer on site will result in an Aborted Visit Charge (AVC). If there are any site access requirements (including where SSRAMS and/or Wayleave is required), inform the SALCS Account Manager at the point of order placement.

Appointment Changes

Changes to appointments can be made up to 2 working days before the appointment. Any requests to change the appointment day or slot after the cut-off will result in an aborted visit charge.

In-Flight Order Cancellation

If you wish to cancel your order in-flight, contact the SALCS team by email at least 2 working days prior to the target completion date. Failure to do so will result in the service being billed and contract terms being applied.

3. In-Life Service – Incident Management

3.1 Broadband & WLR / SIP

Team	SALCS Support
Phone	03333 445780
Email	support@salcs.uk
Working Hours	Monday – Friday 9:00am – 5:00pm (exc. Bank Holidays). Weekends / Bank Holidays – Closed.

Email Response Target	8 working hours
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Incident Logging Requirements

To log a fault with the Technical Service Desk, you must:

- Be a Named Contact on the account and compliant with GDPR requirements
- Be able to provide the SALCS reference pertaining to the service affected
- Provide a description of the issue and any additional information reasonably requested by the Service Desk
- Ensure that reasonable diagnostics have been carried out to eliminate any internal equipment as a potential cause

Note: A diagnostics check list can be provided to the customer upon request.

Planned Engineering Works & Incident Notifications

Any network-wide incidents or maintenance activities affecting multiple Broadband services will be published on our carriers service status pages. These will be provided if required.

3.2 Service Responsibility Boundaries

Service	Carrier Responsibility	Customer Responsibility
Broadband (DSL & FTTC)	Up to the Distribution Point or the NTE (Main Internal Phone socket)	Beyond the Distribution Point or NTE
FTTP	Up to the ONT (Optical Network Termination) unit – Openreach installed equipment	Beyond the ONT unit
Internal Cabling	Not responsible	Fully responsible
LAN	Carrier Managed Router (if applicable) up to the LAN port interface (excludes cabling from distribution point/broadband terminating socket/ONT to router)	All locally connected devices (e.g. Wi-Fi access points, LAN switches). Includes cabling from distribution point to router.

Note: SALCS will be responsible for any devices which operate under the SALCS Managed service offering.

Potential Charges

Charges may apply in the following circumstances:

- Supplier engineer determines NFF (No Fault Found) with the service
- Supplier engineer determines RWT (Right When Tested) with the service
- Supplier engineer determines damage to the line within customer curtilage
- Supplier engineer is refused access or no customer is available to allow engineer on site

Note: Current charges can be provided by the Technical Support team.

4. Service Level Agreements (SLA)

4.1 Broadband SLA – Target Fix Times

Care Level	Target Fix Time (excl. park time)	Incident Cover
Standard Care	40 clock hours	40 SALCS Core Working Hours
Enhanced Care	20 clock hours	24/7/365*
Critical Care	8 clock hours	24/7/365

Note: *Openreach operates 24/7/365 for Enhanced Care, however a fault must be reported in SALCS Core business hours.

Note: Critical Care target fix times are only applicable if a service fault is determined via line testing. Where diagnostics have not indicated a fault and an appointment is required, Enhanced Care timescales apply. If a fault is subsequently found in the BT domain, that time (excluding allowable park time) will be included in SLA.

Note: Fault fix target lead times may be subject to change where a supplier MBORC has been declared.

4.2 WLR SLA – Target Fix Times

Care Level	Target Fix Time (excl. park time)	Incident Cover
Standard Care (Level 1)	Openreach initial response by end of next working day; aims to clear by end of next working day +1 (Mon–Fri, excl. Public Holidays)	SALCS Core Working Hours
Premium Helpdesk (Level 2)	Openreach initial response within 4 working hours; aims to clear by end of next working day (Mon–Sat, excl. Public Holidays)	SALCS Core Working Hours
Enhanced Care (Level 3)	Openreach aims to clear by end of same day if reported by 12:59; if after 13:00, aims to clear by 12:59 the next day	24/7/365*
Critical Care (Level 4)	Openreach aims to achieve a 6-hour fix, 24/7/365	24/7/365

Note: *Openreach operates 24/7/365 for Enhanced Care, however a fault must be reported in SALCS Core business hours.

Note: Out of Hours Critical Care contact: 01706 902 223. Critical Care is a 24-hour service. When raising a fault out of hours the service must be hard down and confirmation provided that the site is open, otherwise the fault will be managed by the In-Hours Support Team.

5. Escalation Matrix

5.1 Order Management Escalation

If you are having problems with your order progression, escalate through the following levels:

Level	Role	Contact	Response Target
Level 1	Order Management	networks@salcs.co.uk 03333 445780	8 working hours
Level 2	Head of Networks	steve.carter@salcs.co.uk	8 working hours
Level 3	Director	Mat.lucas@salcs.co.uk	8 working hours

5.2 Technical Support Desk Escalation

Level	Role	Contact	Response Target
Level 1	Order Management	networks@salcs.co.uk 03333 445780	8 working hours
Level 2	Head of Networks	steve.carter@salcs.co.uk	8 working hours
Level 3	Director	Mat.lucas@salcs.co.uk	8 working hours

Escalation Criteria

- Poor quality of updates from the order management or support team
- Customer is not satisfied with the service being provided by the team member
- The team have not responded to an email query within the target response time
- Agreed plan of action or timescales at a specific escalation level are not met

Note: Escalations can only be raised by customer contacts who are authorised as named contacts against the order for which the escalation is being requested. Escalations will be accepted and managed Monday – Friday 09:00–17:00.