



Broadband for the Rural North Ltd, Station Yard, Melling, Carnforth LA6 2QY
Registration no. 31352R

Service Level Agreement - domestic

Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between Broadband for the Rural North Ltd (“B4RN”) and domestic B4RN network users for the provision and support of the B4RN Internet connection. This Agreement remains valid until superseded by a revised agreement.

The objectives of this Agreement are to:

- Explain to users what is covered by the B4RN support service.
- Present a clear description of support service provision to the users.
- Ensure that users are aware of any commitments on their part.

Scope of the Agreement

B4RN will be responsible for the maintenance, upkeep and repair of the network infrastructure, i.e. the fibre optic cabling and associated hardware, up to and including the CPE (the box on the wall). B4RN has no liability to support any additional cabling or connections within the house or any equipment connected to it.

Contacting the support service

If a user has a problem with their Internet connection they can contact the service desk by e-mailing (helpdesk@B4RN.org.uk) or phoning (015242 38499). After office hours (Monday - Friday 9am-5pm) please leave a message. The support mail boxes will be checked at regular intervals or the user called back as soon as the message is picked up.

Timeframe for a response

A response should be received within 24 hours. If immediate resolution of the fault is not possible, we will contact the user(s) as soon as is practicable (but at least within 24 hours).

Maintenance issues

Where maintenance is planned users will be given at least 48 hours notice and an estimate of time the network will be down. If an emergency repair necessitates taking part of the network offline, B4RN will use reasonable endeavours to inform affected users before doing so.



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User Responsibilities

- Users will notify B4RN if they become aware of any damage to the cable where it runs over their land.
- Property owners (including householders) will allow B4RN reasonable access to their premises to inspect the network and to effect repairs.

B4RN Liabilities

B4RN service support only covers faults on the B4RN network. In the event of a loss of connection due to a failure of external connectivity outside of B4RN's control, B4RN's responsibility is limited to keeping users informed of the problem and the time scale for its resolution.

B4RN cannot be held responsible for any consequential loss due to failure on the network.