

**SCHEDULE H: SERVICE DEFINITION FOR PSTN SERVICE**

**1. PSTN Service Description**

Vysiion’s PSTN Service provides a fixed analogue telephone line. This will be a new-provide telephone line unless the Order Form stipulates it is a “Transfer PSTN” in which event the Customer shall arrange for its existing PSTN line to be transferred to Vysiion. This can be provided with outgoing call barring (including 999 numbers) to prevent all outgoing calls. Where outgoing calls are not barred, the then-current Business – PSTN/ISDN rate card will apply (copy available from [sales@vysiion.co.uk](mailto:sales@vysiion.co.uk)).

The following care packages can be provided (Care Level 1 is included at no additional charge by default).

Care Level	Details
1	End of Next Working Day +1 Working Day, fix Monday – Friday
2	End of Next Working Day, fix Monday – Saturday
3	Report AM fix PM. Report PM fix next AM. Monday-Sunday
4	6 Hour Repair

**2. PSTN Service Demarcation Point (SDP)**

The PSTN SDP is the point up to which Vysiion’s PSTN service obligations apply. At the Customer Site, the SDP for the PSTN Service is the network terminating equipment.

**3. Target Service Commencement Date**

PSTN Service 25 Working Days\*

\* From order acceptance.

**4. PSTN Service Level Agreement**

There is no service level agreement available for the PSTN Service.