

# Enhanced Care for Broadband

## Got Broadband? Get peace of mind...

### Enhanced Care

If you have a fault on your Broadband circuit you would want to ensure it is fixed as quickly as possible so as to avoid the effects of any downtime on your business. Sometimes a fault can occur with the line or the equipment. These are maintained by BT and can take longer to fix. BT aim to rectify faults within 40 hours, but this is not a guarantee. If your business is looking for a better response rate and need to be assured any faults are fixed as quickly as possible, you may want to consider "enhanced care".

Enhanced care is a new service that offers a 20 hours fault clearance time and a 3 hour response time for any faults occurring between your Broadband circuit and the BT exchange. If necessary BT will send an engineer out to visit your site and complete any repair work. Enhanced care gives you peace of mind that faults will be resolved quickly and efficiently. It is available on both ADSL and SDSL Broadband circuits.

Reduce the risk  
and fix faults quickly

### The Features

With enhanced care you get a better response rate from BT:

- BT will aim to respond to any faults reported within 3 hours
- BT will aim to rectify any reported faults within 20 hours
- Lines with "enhanced care" will be given higher priority in BT's fault reporting system
- We can arrange an out of hours engineer visit if required

We have processes in place to progress and chase any faults that are reported to BT so you can rest assured we will work hard to ensure your Broadband connection is up and running as soon as possible.

20 hour fault clearance time  
3 hour fault response time

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## Hardware Support

We also offer hardware support for your Broadband connection. This covers your business if your router should break down, providing we provided it for you on initial connection. Next day router replacement is available as standard with all our contended services and a 4 + 4 service is offered with our uncontended services. This provides you with a 4 hour response time and an 8 hour fix time for all hardware faults. If you choose you can upgrade to a 2 + 2 service for your uncontended service. This gives you a 2 hour response time and a 4 hour fix time respectively. Adding hardware support to your Broadband care package will give you complete cover on all aspects of your connection in case of faults. Reduce the risk of a hardware fault damaging your business.

## The next step...

If you are interested in our enhanced care or hardware support packages contact our sales team on **0870 164 4373** or email [sales@nottel.co.uk](mailto:sales@nottel.co.uk) for more information.

## About NT

NT Independent offers you a range of high quality, low cost fixed, mobile and data communications services and voice platforms. Plus a host of value added services such as non-geographic numbers. We can tailor communications solutions to suit your specific business needs – call us to find out how much you can save

Call us on **0870 164 4373** or email [sales@nottel.co.uk](mailto:sales@nottel.co.uk) for more information

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