



GLOBALTELECOM
In touch with the world

BT Service Care Levels

When transferring BT lines or requesting the installation of new ones, you can be sure of receiving high quality service levels from BT engineers. BT will install new lines and the quality remains identical as if you were paying BT directly.

Service Levels Options

When Global Telecom Provide you with BT services a standard fault repair service, Level 1, is included in the rental. Enhanced maintenance services, Level 2 and Level 3 are available for an additional rental charge.

On the rare occasion whenever you have a fault simply log the fault with Global Telecom and we will inform BT and they will liaise directly with you to provide advice by telephone, where possible carry out diagnostics checks from BT premises. If this does not diagnose or clear the fault BT will, if necessary, visit your premises.

In certain circumstances additional charges are payable, in the case of failed appointments or no access for the visiting BT engineer.

The levels of service are defined on the left.

Level 1

Operates during working hours (8am-5pm Mondays to Friday), excluding Public and Bank holidays. BT aim to respond to a fault received before 5pm within one working day. Work will be carried out within working hours.

Level 2

Operates during working hours (8am-5pm Mondays to Saturdays), excluding Public and Bank holidays. BT aims to respond to a fault within 4 working hours. If a fault is logged outside working hours it will be treated as if it has been reported at the beginning of the next working day.

Level 3

Operates 24 hours per day, 7 days a week including Public and Bank holidays. BT aims to respond to a fault within 4 working hours.

All BT lines have level 1 service care included

Upgrade your service level at any time

BT engineers visit your premises and repair any faults.

Level 1 - free of charge

Level 2 - £1.40 per line per month

Level 3 - £3.20 per line per month