



Contract for BT Broadband Access Services – Customer Service Guarantee – Annex

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1. BT'S GUARANTEE

1.1 BT guarantees to repair a Service Failure in line with the timescales set out in the Service Schedule

1.2 Service Failure is;

- (a) For BT Business Total Broadband Office, BT Business Total Broadband Office Unlimited, BT Business Total Broadband Advance and BT Business Total Broadband Advance Support

Total loss of internet access – the Customer has no internet access due to a fault in any part of BT's broadband network up to and including the main telephone socket in the Customer's property or up to and including the router/hub if provided by BT.

- (c) For BT Business Total Broadband Network and BT Business Broadband Total Network Premium

i) Total loss of internet access – the Customer has no internet access due to a fault in any part of BT's network up to and including the main telephone socket in the Customer's property or up to the router/hub if provided by BT and if still in the Guarantee Period.

ii) Email availability - if the Customer is unable to send and receive email via the BT Business Connect mail platform;

iii) Web site availability - if third parties are unable to access the Customer's BT Business Broadband-hosted web site via the internet.

Service Level Credit

1.3 If BT is late in repairing a Service Failure the Customer may claim a one off Service Level Credit of £25.00.

2. LIMITS

2.1 Customers may not make more than one claim in relation to a fault or for a series of connected faults.

2.2 Customers may not claim under this guarantee if the Service Failure is as a result of a loss of service on the access line provided by BT and they have claimed under the Customer Service Guarantee under the Contract for Access Services.

3. PAYMENT OF CLAIMS

Any amount that BT owes to the Customer under this guarantee will be applied as a credit against the advance rental due on the broadband line experiencing the fault.

4. APPLICATION OF THIS GUARANTEE

4.1 This guarantee only applies to the following services BT provides to the Customer:

BT Business Total Broadband Office
BT Business Total Broadband Office Unlimited,
BT Business Total Broadband Advance,
BT Business Total Broadband Advance Support (but not including BT Business Total Broadband Advance Support (Fibre)),
BT Business Total Broadband Network, and
BT Business Total Broadband Network Premium

and does not apply to any service that is not expressly referred to in this Annex.

4.2 This guarantee does not apply if:

(a) someone, other than BT, has caused the fault;

(b) BT asks for access to the Site and the Customer does not allow this (including where the Customer fails to accept an appointment time for an engineering visit allocated by BT within the timescales for repair);

(c) following remote diagnostics, BT sends out a replacement hub within the timescales for repair set out in the Service Schedule and the Customer;

- i) is not available to accept delivery and/or
- ii) does not advise BT of receipt of delivery

within the timescales for repair;

- (d) BT reasonably asks for other help and the Customer does not provide it;
- (e) BT is unable to contact the Customer;
- (f) the fault is caused by the Customer or the Customer's own equipment;
- (g) the Customer cancels the fault report before BT have rectified the fault;
- (h) Customers have their access line with any other Communications Provider than BT and the fault is as a result of a failure of service on the access line;
- (i) BT's failure is due to matters beyond its reasonable control as set out in clause 9 of the Conditions

4.3 If the Customer reports a fault and BT finds there is none or the fault falls outside the guarantee as set out in paragraph 4.2 above BT may apply a charge.

5. MAKING A CLAIM

The Customer must make any claim by completing an online Claim Form, within 90 days from the date the fault was repaired.

6. DEFINITIONS

In this Annex the following term has the meaning shown next to it.

Claim Form	<p>The Claim Form which the Customer must complete to make a claim under this Guarantee</p> <p>For BT Business Total Broadband Office, BT Business Total Broadband Office Unlimited, BT Business Total Broadband Advance and BT Business Total Broadband Advance support this can be found at</p> <p>http://www.bt.com/business/help/serviceclaims</p> <p>For BT Business Total Broadband Network and BT Business Total Broadband Network Premium, this can be found at http://www.bt.com/business/serviceguarantee</p> <p>or any other online address that BT may advise the Customer</p>
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