



Berry Telecom 24/7 Network Service Care

Berry Telecom are pleased to announce that we are now able to offer 24/7, round the clock cover for any Network Service faults. In order to qualify for the free service you will require care level three or four on your telephone line. Any customers who only have care level one or two will be able to use the service but would be charged on each occasion.

To access the service outside of Berry Telecom opening hours:

- Dial 0844 257 8075 and select option 2.
- This will route to our answer service who you will be able to log the fault with.

Berry Telecom opening hours are Monday – Thursday 9am to 5:30pm and Friday 9am to 4:30pm *

Care Level Costs Per Line

- Care Level 4 £7.50 + VAT per month
- Care Level 3 £5.00 + VAT per month
- Care Level 2 Free of charge
- Care Level 1 Free of charge

Any customer who reports a fault out of hours and does not have care level 3 or 4 in place will be charged £15 + VAT per fault report and a charge of £0.80 pence per minute for the connected part of the call.

*Full details can be located within your Terms and Conditions.

Service Level Agreement Dependent On Care Level

Care Level 4 – Six hour repair time. Monday to Sunday cover.

Care Level 3 – Anything reported AM will be fixed by PM same day. Anything reported PM will be fixed by AM next day. Monday to Sunday cover.

Care Level 2 – Fault is fixed by the end of the next working day from when it was first reported. Monday to Saturday cover.

Care Level 1 – Fault is fixed within two working days. Monday to Friday cover.

Prior to raising a fault the customer has to ensure that their own equipment and wiring has been checked by their site maintainer to prevent any charges being incurred by a BT Openreach Engineer for an unnecessary site visit.

When a fault is opened, a BT Openreach Engineer will be assigned within the service level agreement (SLA), to investigate the line from the exchange to the customer premises.

Every effort will be made to resolve the fault within the allocated timescales. However there can be case specific factors that may affect the resolution period. These are classified as matter beyond reasonable control.

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