

BT Business

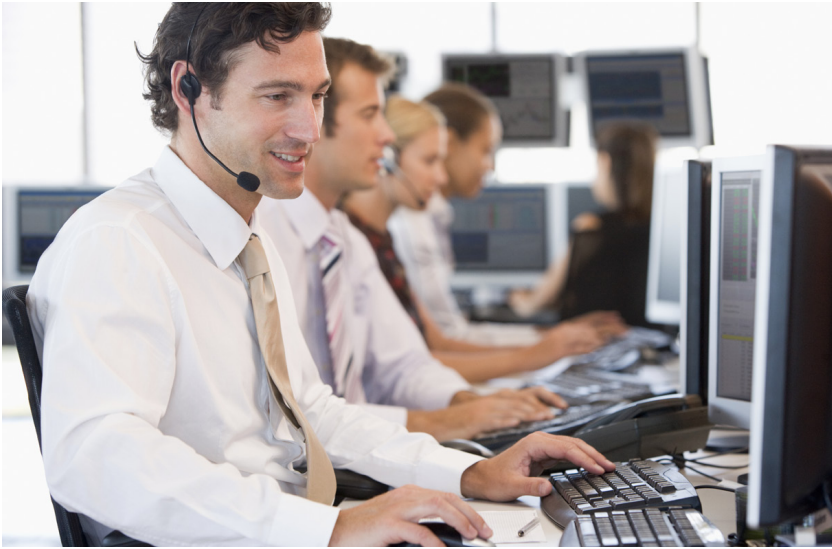


Bringing it all together

# Protecting your business from the unexpected.

BT Communications System Maintenance.





## Your business in safe hands.

The reliability of your communications system is critical to your business. If something goes wrong it could damage your revenue and reputation, so it's vital to get back on your feet as quickly as possible. We understand this and have a range of service care options to make sure you get back up and running with minimal downtime. And in most cases, you can benefit from our expertise even if your communications system isn't from BT.

## BT's capability and expertise delivers a faster response on repairs.

From small businesses to large organisations, thousands of companies trust us to safeguard their communications systems. Our experience and expertise means we can get your business back up and running with minimal disruption. In fact, 90% of issues are resolved by the end of the next working day. And with 70% of faults fixed remotely, you can quickly get on with doing what you do best.

When an engineer visit is required, you'll be in safe hands. Based all over the UK, there will always be an engineer available to fix your fault. We invest over £5 million every year in engineer training and our 1,800-strong engineering force are fully trained and accredited to the latest technical standards by the leading vendors.

## Peace of mind against unexpected costs.

By protecting your system you can avoid large one-off outlays on spare parts should something go wrong. And with a full range of service care levels, you only pay for what you need; whether you're a call centre handling thousands of calls a day or a small catering business taking orders.

**What's more, you can save up to 20% and safeguard your communications system for the foreseeable future by opting for a 3 or 5 year contract.**

## One supplier keeps it simple.

BT can look after your network and data, as well as your communications system. Even if you bought it elsewhere, we can provide cover for 95% of communications systems. With BT taking care of your needs, you will only have one supplier to deal with and a single invoice to process, this will reduce time spent sorting through multiple bills, waste and administration costs.

- 90% of faults fixed by the end of the next working day
- 70% of faults fixed remotely
- A range of flexible response times
- 1,800 highly qualified engineers across the country.

Available for 95% of communications systems

Find out more

Call: 0800 389 3364  
Visit: [btlocalbusiness.co.uk](http://btlocalbusiness.co.uk)



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# Service care options designed for your needs.

Four service care options are available to suit the requirements of your business, available on a 1, 3 or 5 year contract.

## Custom Care.

We understand that each business is different. Custom Care is BT's tailored care offering which caters for the specific needs of your business.

## Total Care.

If your business doesn't keep traditional office hours or you run critical operations that rely on your communications systems, then Total Care will give you the support you need. You can report faults 24/7, 365 days a year and will receive a response within four hours.

## Prompt Care.

This is perfect for businesses which have a more 9 to 5 routine. Response times are within four hours and an engineer is available 8am – 5pm Monday to Saturday.

## Standard Care.

Ideal for non-urgent faults that do not need an immediate response. With faults responded to by the end of the next working day. Standard Care is available 8am – 5pm Monday to Friday.



We will work with you to understand your business before recommending the right level of care. Considering the hours your business operates and the impact of your communications system being unavailable will help us make sure you receive the right protection.

### Offices Worldwide

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Find out more

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