



The following terms and conditions for BT Business Total Broadband Enhanced Care Service ("the Enhanced Care Service") are additional to the terms and conditions for BT Business Total Broadband ("the Conditions") (found at http://www.btbroadbandoffice.com/broadband/terms_busi) which continue to apply unless otherwise amended or excluded in paragraphs 1 to 4 below

1. Eligibility

1.1 The Enhanced Care Service is only available to you if you subscribe to BT Business Total Broadband Options 1, 2 or 3 or Network. It is not available to Network Premium customers

1.2 The Business Assurance Plus service, which is provided as part of the Enhanced Care Service is only available to you if you have a BT Business telephone line. If you subscribe to the Enhanced Care service and do not have a BT Business telephone line, the BT Business Assurance Plus element of the service will not be available to you.

2. Service Description

2.1 The Enhanced Care Service is a package of business tools as described at www.bt.com/business/broadbandenhancedcare

2.2 Provision of BT Business Assurance Plus is subject to the relevant terms and conditions detailed in the BT Price List at <http://www.serviceview.bt.com/list/public/homepage.htm> except that the charges set out in the BT Price List do not apply

2.3 You are provided with 1 ITSM PC Subscription licence as part of the Enhanced Care Service. If you are a BT Business Total Broadband Option 3 customer, the ITSM PC Subscription licence provided as part of the Enhanced Care Service is additional to that provided as part of your BT Business Total Broadband Option 3 service.

2.4 Provision of ITSM PC Subscription as part of the Enhanced Care Service is subject to the ITSM terms and conditions as found at <http://www.btbroadbandoffice.com/internetapplications/itsm/terms> excluding the minimum period of service of 12, 24 or 36 months and the termination charges detailed in paragraphs 7.2 and 7.3 of the ITSM terms and conditions which do not apply.

2.5 The Priority Fix service applies only to faults which arise in our broadband network which affect your BT Business Total Broadband service. Any faults which you believe are eligible for consideration as part of your Priority Fix service must be reported to the BT Helpdesk as detailed in paragraph 2.7 below. The BT Helpdesk will then carry out diagnostic checks to determine if the fault is eligible for Priority Fix and will advise you of the action that we will then take.

2.6 As part of your Priority Fix service we will use reasonable endeavours to repair faults as quickly as possible however timescales for repair are targets only and are not guaranteed.

2.7 The BT Helpdesk for enquiries and fault reporting relating to the Enhanced Care Service can be contacted 24 hours, 7 days a week by dialling 154.

3. Minimum Period and Termination

3.1 There is no minimum period for the Enhanced Care Service.

3.2 You may terminate the provision of your Enhanced Care Service at any time but you should be aware that if you terminate the Enhanced Care Service but wish to continue with either BT Business



BT Business Total Broadband

Enhanced Care

Terms & conditions

Assurance Plus or IT Support Manager (ITSM) after your Enhanced Care Service has ceased the following will apply:-

- continued provision of BT Business Assurance Plus will be subject to the prevailing published terms, conditions and charges for that service as detailed in the BT Price List and;
- Continued provision of ITSM will be subject to the terms, conditions and charges as detailed at <http://www.btbroadbandoffice.com/internetapplications/itsmremote>

4. Charges for Enhanced Care Service

The charge for the Enhanced Care Service is £17 per month payable in advance.