

# **Service Schedule Annex – Customer Service Compensation Scheme – for BT Business Broadband**

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### **1. BT'S COMMITMENT**

- 1.1 BT will repair a Service Failure in line with the timescales set out in the Service Schedule.
- 1.2 Service Failure is:

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.

### **2. LIMITS**

- 2.1 Customers may not make more than one claim in relation to a fault or for a series of connected faults. Compensation payable is subject to maximum of 12 days. For further information please visit <https://business.bt.com/compensation-scheme/>

### **3. PAYMENT OF CLAIMS**

Any compensation payable to the Customer under this Contract will be applied as a credit against the advance rental due on the broadband line experiencing the fault.

### **4. APPLICATION OF SERVICE LEVEL CREDITS**

- 4.1 Any compensation payable applies to all BT Business Broadband products (excluding BT Net).
- 4.2 Compensation will not be payable by BT 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 deliverywithin 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;

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- (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 within the scope of paragraph 4.2 above BT may apply a charge.

### **5. MAKING A CLAIM**

The Customer must make any claim by calling 0800 800 154, within 90 days from the date the fault was repaired.