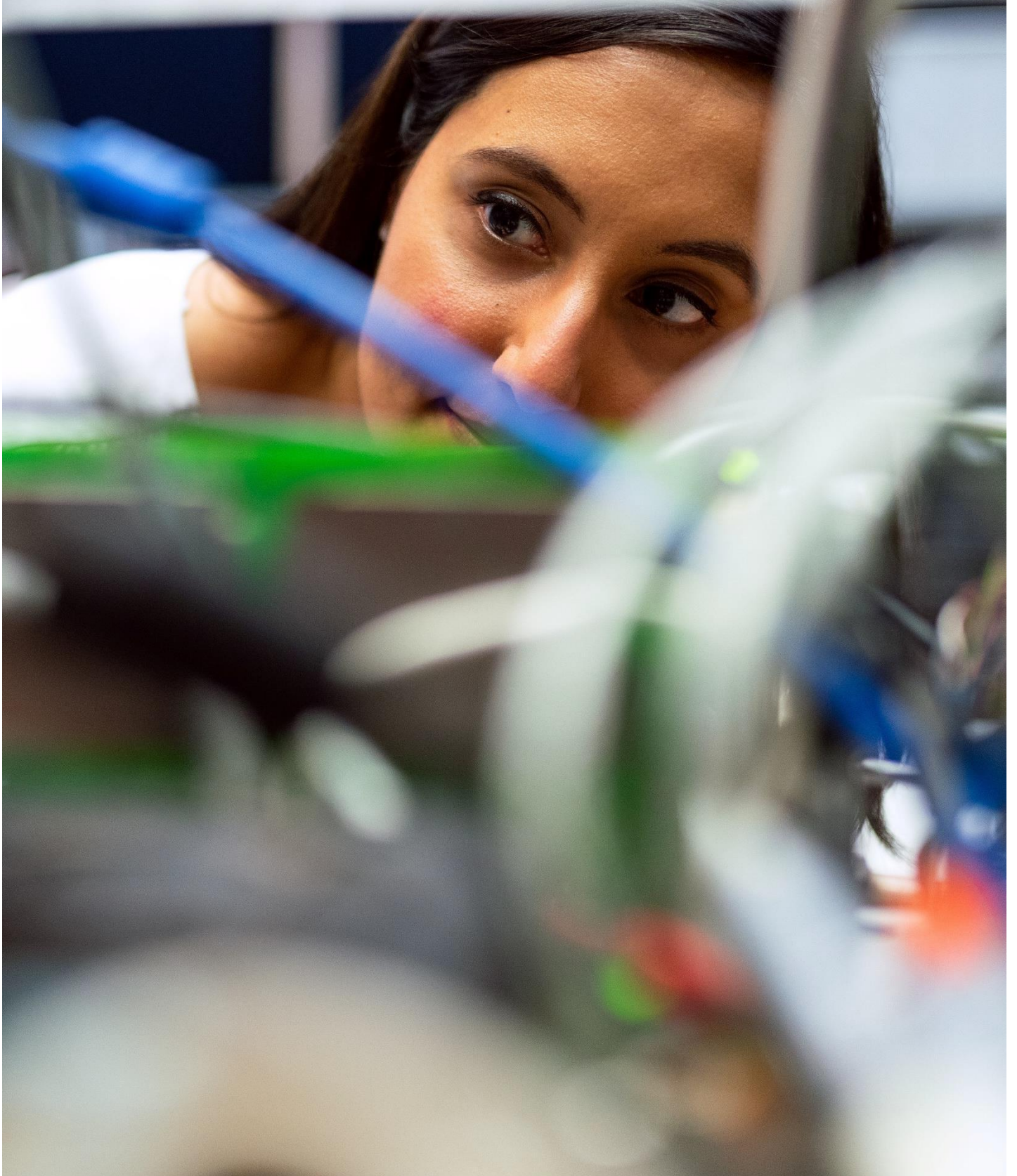


firstcom eUrope



At Firstcom Europe, we are constantly thinking of new ways to improve our service to our customers and to make dealing with your phone system easier.

Every year, 4 in 10 customers experience a fault with their telephones, but did you know that the charge for a BT Openreach engineer attending your site and not finding a fault with the connection up to the building, is £147.15? If the BT Openreach Engineer does find a fault with the line they simply repair it at no charge to you.

To help make the decision on whether to have a BT Openreach engineer visit your premises or not, we have introduced Fault Assurance. We will cover up to three BT Openreach Engineer charges during the year if the engineer does not find any fault with the line up to the building.

The monthly charges for this service are as follows:

Service	Cost
Lines without broadband	£1.09 per line per month
Broadband only lines (SOGEA & FTTP)	£1.64 per line per month
Lines and Broadband*	£2.73 per line per month

*Older broadband circuits require a line and broadband to work, we are actively trying to move these to newer services. If you have broadband that requires an analogue line, please call us as we may be able to convert you and save you money

Just one BT Engineer chargeable call-out fee is worth up to 11 years of Fault Assurance cover

Terms and Conditions

- Customers will receive up to three BT Openreach Engineer Fault charges within a 12-month period, per account.
- Customers will not be eligible for Fault Assurance cover where the engineer was not able to gain access to the premises at the date and time slot agreed between the customer and Firstcom Europe. In these instances, the customer will be charged for the missed appointment.
- Firstcom Europe reserves the right to withdraw or amend Fault Assurance at any time giving customers one month's written notice via email.
- Customers are not eligible for refunds on Fault Assurance once the where one or more months' worth of chargeable Fault Assurance has been provided.
- Firstcom Europe aims to respond to any emails sent by the customer to remove Fault Assurance within two working days, if customer receives no response to their email, it is the customer's responsibility to check with Firstcom Europe that the email was received.
- Customers still must allow Firstcom Europe staff to perform sufficient line tests and equipment tests to firstly work out the problem so that the fault can be correctly logged to BT Openreach. Failure from the customer to provide sufficient information may incur BT Engineer charges that will not be covered under the Fault Assurance Service.
- The customer is not eligible for Fault Assurance credits in the event the lines, as notified within the BT engineering report, have been physically damaged by the customer or another 3rd party.