

Armstrong Bell will always react as quickly as we can to line faults and service disruption. Please call 01234 880800 and/or send an email to service@armstrongbell.co.uk. For some types of intermittent fault we may have to ask for examples of failed calls to proceed.

BT Wholesale lines are maintained by Openreach (a BT Group Company), and all service providers in the UK have equivalent access to the fault reporting system. Openreach have several care levels that can be applied to your lines, please consider applying a greater care level to business critical services such as:

- Redcare (alarm) lines
- PDQ and payment lines
- Broadband lines
- Any line used to access healthcare
- ISDN30

Telephone Line Care Levels and Costs

Level 1 Standard care

Free with all PSTNs – BT will aim to clear the fault by the end of the next working day, excluding bank holidays and weekends, 9-5 reporting and resolution.

This care is hugely influenced by the weather and engineer availability. Schedules are not guaranteed and fault reports are dealt with on a queuing system.

Level 2 Prompt care

Free with all ISDN2 and ISDN30 circuits – BT will aim to clear the fault by the end of next working day, excluding bank holidays and weekends, 9-5 reporting and resolution.

This care is hugely influenced by the weather and engineer availability. Schedules are not guaranteed and faults reports are dealt with on a queuing system.

Level 3 Total Care – BT will respond within 4 hours of receiving the fault report and if the fault is not cleared during this period, they will advise you of progress. Reporting is available 24hours.

This level is better than standard and prompt and used to be the best offer available as it prioritises the faults over standard and prompt. The 4 hour response may only offer some initial diagnostic testing so a solution timescale is not guaranteed.

PSTN – £3.30/month

ISDN2 – £2.25/channel/month

ISDN30 – £2.75/channel/month

Level 4 Critical Care – this is a new level of care available; BT will aim to fix your fault within 6 hours of you reporting the fault, 24/7, 365days a year. Again not guaranteed to fix as this will be dependent on the fault itself but this is the top level of care available. The cost is not much more than Total Care so it may be beneficial to use this care level instead.

PSTN – £4.40 per month

ISDN2 – £2.75 per channel per month

ISDN30 – £3.25 per channel per month

Business Broadband Care Levels and Cost

Enhanced care – The standard care level on Armstrong Bell Business Broadband gives 48 hour fault response time for all broadband problems (including speed, loss of service, intermittent connections and/or sync issues). Please note that we expect to be able to respond much more quickly than this maximum response time. There is no guarantee that a fault will be resolved within 48 hours, only that Armstrong Bell/our suppliers will provide an update on steps taken to resolve the fault every 48 hours. Enhanced Care offers a priority service level for any business customers needing extra peace of mind. It includes a 1 hour initial response and a 24 hour guaranteed fault resolution for faults raised Mon-Fri between 8am-8pm.

Cost to apply Enhanced Care – £9.99 per month.

Please note that services such as Elevate, Annex M, and Prioritised Service are not covered here. Please see visit www.armstrongbell.co.uk for more information.

Prices listed are the standard prices and do not reflect any discounts or bundled services that may be available.