



Broadband One Customer Service Plan

Issue 6.0 March 2022

BT Broadband One

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Change Control

Version	Date	Author	Changes
Issue 1.0	01 Apr 2021	Mark Bryant	Issued document.
Issue 2.0	06 Jul 2021	Mark Bryant	Changes to Customer Services contacts
Issue 3.0	06 Sept 2021	Mark Bryant	Update to Customer Services contacts
Issue 4.0	12 Oct 2021	Mark Bryant	Update to Team Leader contact details
Issue 5.0	21 Dec 2021	Mark Bryant	Update to Team Leader contact details and change to registered office address
Issue 6.0	01 Mar 2022	Mark Bryant	Update to Operations & Customer Management Manager and Billing contact details

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1 Purpose of this Document

The purpose of this Customer Service Plan ("CSP") is to provide a quick reference guide to aid in the resolution of problems or faults in relation to the Broadband One product. This plan should be read in conjunction with the product handbook and the associated terms and conditions of the service.

In this document, the term 'Customer' means the reseller or service provider who has contracted for the service and not the End User Customer, who is referred to as the 'EU'.

The document should be distributed to the relevant personnel within the Customers' organisation but should not be shared with the Customers' EUs. The CSP is intended to be a live document and as such will be reviewed on a regular basis to maintain its effectiveness.

2 Other Useful Documents

We have prepared the below document to support this CSP:

Document	Description
Broadband One Product Handbook	Includes key product information and processes and can be found at: https://www.btwholesale.com/products-and-services/data/broadband/broadband-one.html
Broadband One T&C's	T&C's can be found at: https://www.btwholesale.com/products-and-services/data/broadband/broadband-one.html

3 The Service Desk

The Service Desk offers dedicated 2nd line support to Broadband One Customers. Customers are required to provide 1st line support.

The Service Desk provides support for provisioning issues as well as fault resolution.

The Service Desk is open & operational 24 hours a day, 7 days a week, 365 days a year.

Customers can initially report a fault by raising a trouble ticket on the portal or raising a provisioning issue via eChat.

4 Service Desk Contact & Escalation details

Should Customers need to contact the Service Desk they should do so using eChat. In most instances the agent will be able to resolve issues however should an escalation be required the following contact points are available:

Service Desk	Contact Details
Customer Service Desk	eChat
Contacts below available during business hours Mon – Fri 9am to 5pm	
Level 1: Team Leader Manager	Jack Archer 0331 628 5116
Level 2: Operations & Customer Management Manager	Neil Volan 0773 689 4377
Level 3: Head of Operations	Tim Fletcher 07734 718559

5 Service Care Levels

Service Care Level	Description
Basic Care	<ul style="list-style-type: none"> a) Basic Care is the default Service Level for Broadband One Access Lines. b) Basic Care is not available for End User Accesses. c) For the reporting of Faults, Basic Care operates during Business Hours. d) BT will acknowledge receipt of a Fault report logged by you and will aim to repair the Fault within 72 hours of receipt of the Fault report excluding any allowable parked time. e) For engineering visits by BT to a Site, Basic Care operates during Business Hours excluding Saturday.
Standard Care	<ul style="list-style-type: none"> a) Standard Care is the default Service Level for End User Accesses. b) You may order Standard Care for Broadband One Access Lines. c) For the reporting of Faults, Standard Care operates during Business Hours. d) BT will acknowledge receipt of a Fault report logged by you and will aim to repair the Fault within 48 hours of receipt of the Fault report excluding any allowable parked time. e) For engineering visits by BT to a Site, Standard Care operates during Business Hours. f) You will pay the relevant Charges for Standard Care for Broadband One Access Lines
Enhanced Care	<ul style="list-style-type: none"> a) You may order Enhanced Care for End User Access and Broadband One Access Lines. b) For the reporting of Faults, Enhanced Care operates during Business Hours. c) BT will acknowledge receipt of a Fault report logged by you and will aim to repair the Fault within 24 hours of receipt of the Fault report, excluding any allowable parked time. d) For engineering visits by BT to a Site, Enhanced Care operates during Business Hours including Sunday, Public and Bank Holidays. e) You will pay the relevant Charges for Enhanced Care

Prompt Care	<p>a) You may order Prompt Care for End User Access and Broadband One Access Lines.</p> <p>b) For the reporting of Faults, Prompt Care operates during Business Hours.</p> <p>c) BT will acknowledge receipt of a Fault report logged by you and will aim to repair the Fault within 7 hours of receipt of the Fault report, excluding any allowable parked time.</p> <p>d) For engineering visits by BT to a Site, Prompt Care operates during Business Hours including Sunday, Public and Bank Holidays.</p> <p>e) You will pay the relevant Charges for Prompt Care</p>
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6 High Level Escalations

How to escalate to the BTW High Level Escalations (HLE) Team.

It is important to initially follow the business as usual (BAU) escalation path for your product as published in the CSP.

It is also important that the BAU escalation stages are followed without skipping levels as this can result in delays if you need to escalate at a later point into HLE. The BAU escalation path is outlined below and details in a previous section of the CSP.

Activity	Name/Team
Stage 1	Customer Operations Team Member
Stage 2	Customer Operations Team Leader
Stage 3	Customer Operations Team Manager

High Level Escalations

We recognise that sometimes, the BAU escalation path just isn't able to sort out the issues that are really hurting your business.

In the event that the business as usual (BAU) escalation path has been exhausted, you can request that the escalation is passed into the HLE team the BAU manager will complete the request into the HLE for you. The HLE team is open 08.00 am until 18.00 Monday to Friday.

The HLE proforma must be used at all times when sending a case to the HLE in BT Wholesale. On your request please tell us how we have previously failed, it is mandatory to go through the appropriate BAU route before sending a request.

Typically a HLE can be instigated by a CEO or Director in the following instances:

- Blue light (emergency) or clinical risk (This should only be used where the service affected carries 999 calls, urgent test result for patients, doctors on call, or life and death situations.)
- Welfare Cases such as vulnerable people i.e. kidney or cancer patients who require 24 hour service.

NB. Please fill in the Blue Light/Welfare proforma for the above. Failure to do so will result in delays in dealing with your request.

- Financial implications or reputational damage to BT or the CP or their customers' Business.
 - We need to know why this is business critical or brand damaging. Specifically, what possible legal action from your customer, involvement of a regional or national elected representative, significant revenue loss or the clear possibility of negative press coverage.
- Press & Public Affairs.
- The BAU escalation path, and or Complex faults and Incident Helpdesk has been exhausted.
- There is personal involvement of a Managing Director or above, with full supporting evidence of previous failures.

NB. Requests to deal with first fault first failure should be routed through the BAU teams.

In order to submit a HLE into BT Wholesale you'll need to be on the authorised list of people who can do this on behalf of your organisation. If you feel you should be on this list please speak to your BTE Account Team.

If you wish to raise a High Level Escalation (HLE), please download this form from [here](#) and send the completed form to the HLE team at btw.hle@bt.com.

If your case is Blue Light or Welfare please download the appropriate proforma [here](#)

All relevant information including e-mail chains and any supporting documentation should be sent with this form or attached to it. Any forms that do not contain evidence or supporting documentation will be returned for further work. Please note there must be an open order or fault associated with your request. Please note if you require an expedite, please ensure you have submitted an expedite requests to the expedite team (expedite.2.cov@bt.com) prior to coming to us to expedite and order.

Once HLE have your escalation and have confirmed it meets the criteria set, the team will own it until it's resolved, liaising with the relevant service/delivery teams who manage your product, driving the resolution of your case. The HLE team will give you regular updates at a time and interval agreed with you.

The HLE Team handle every product in the BT Wholesale Portfolio and can be contacted on 01977 591142 or by email to: btw.hle@bt.com via e-chat www.gofastchat.com/sb/btw-echat-hle.

7 Billing – raising a query or escalating an issue

Customers are encouraged to self-serve in order to view and query bills. To register to view your bills online click [here](#).

If you are having trouble using the E-Query tool, please contact the BT Wholesale Query Management Team (QMT) at btwholesalebilling@bt.com.

Stage	Level	Details
Stage 1	Managed Enquiries Billing Team	Tel: 0800 218 2032 Email: btwholesalebilling@bt.com
Stage 2	Group Customer Billing - Operations Team Leader – Maria Wilson	Tel: 0331 626 3786 Email: maria.wilson@bt.com
Stage 3	Group Customer Billing - Managed Enquiries Functional Specialist- Donna Hallam	Tel: 0331 624 3380 Email: donna.hallam@bt.com
Stage 4	Group Customer Billing - Senior Manager, Collections and Enquiries – Jonathan Arber	Tel: 07483 170136 Email: jonathan.arber@bt.com