



What are PSTN / Broadband Care Packages?

Talk Internet's ADSL and phone line provision services are subject to standard levels of care from BT. Talk Internet can provide additional care packs to increase the SLA (Service Level Agreement) on standard PSTN / Broadband packages.

Talk Internet can provide various differing additional service levels to suit your requirements. All of Talk Internets additional care packages are backed up by strict SLA's from BT to ensure that you obtain the best possible service.



Features and Benefits

Connection to the Internet is becoming more and more essential for business operation, as more and more transactions are relying on the internet to be completed then the internet is more and more important to the continued operation of your business. Talk Internet have recognised this and have therefore come up with the following enhanced care packages.

ADSL – care packages

Standard Service Level (on all ADSL lines FOC)	Reporting of faults available 9:00am to 5:30pm 5 days a week. Once acknowledgement of the fault has taken place then the fault will be cleared within 40 clock hours. If an engineering visit is required by BT then BT will respond within normal BT working hours
Enhanced Service Level	Operates 24 hours a day 7 days a week. Once acknowledgement of the fault has taken place then the fault will be cleared in 20 clock hours

PSTN Line – care packages

Level 1	Clear by end of next working day + 1, Monday to Friday excluding public holidays. <i>Example</i> fault reported any time on Tuesday would have a commitment time of 23:59 on Thursday
Level 2	Clear by end of next working day, Monday to Saturday excluding public holidays. <i>Example</i> fault reported any time on Tuesday would have a commitment time of 23:59 on Wednesday
Level 3	Report fault by 12:59 – fault cleared by 23:59 same day Report fault after 13:00 – fault cleared by 12:59 next day (7 days a week including public holidays)
Level 4	6 hr fix – 365 days a year

Need more information? Call us now on 0845 310 1010 or visit www.talkinternet.co.uk

ISDN2e Line – care packages

Level 2	Clear by end of next working day, Monday to Saturday excluding public holidays. <i>Example</i> fault reported any time on Tuesday would have a commitment time of 23:59 on Wednesday
Level 3	Report fault by 12:59 – fault cleared by 23:59 same day Report fault after 13:00 – fault cleared by 12:59 next day (7 days a week including public holidays)
Level 4	6 hr fix – 365 days a year

ISDN30 Line – care packages

Level 2	Clear by end of next working day, Monday to Saturday excluding public holidays. <i>Example</i> fault reported any time on Tuesday would have a commitment time of 23:59 on Wednesday
Level 3	Report fault by 12:59 – fault cleared by 23:59 same day Report fault after 13:00 – fault cleared by 12:59 next day (7 days a week including public holidays)
Level 4	6 hr fix – 365 days a year

About Talk Internet

A quick glance at the market will reveal that there are many ISPs that you could be talking to - so why deal with Talk Internet? The answer is simple, flexibility. We do not believe in a “one-size fits all” approach. We customise our solutions to meet our customers’ specific requirements and this approach has been at the core of our success.

Established for over 15 years, we are a UK-based operation, with our data centres and support function located in the UK. This means that if you have a problem you can quickly get through to one of our highly-trained support technicians who will help you find a resolution.

Need more information? Call us now on 0845 310 1010 or visit www.talkinternet.co.uk

Registered Office : Suite 12, Xpdia, Crab Lane, Warrington, WA2 0XP

Company Registered Number : 3034179 Email : sales@talkinternet.co.uk