

Enhanced Care on Channel Telecom Business Broadband

What is Enhanced Care?

Enhanced Care is a chargeable support service for our business broadband customers. By choosing this, reported broadband faults are prioritised by our Support Team and you will receive a higher level of service. This includes out-of-hours repair work by our supplier's engineers where appropriate.

We have a target of responding to faults within 1 hour and resolving faults within 24 hours (Mon-Fri 8am-8pm).

1. Who is Enhanced Care designed for?

Enhanced Care is designed for businesses for whom broadband is vital. If your business would be seriously impacted by a broadband fault, you should consider Enhanced Care.

2. How much does Enhanced Care cost?

Enhanced Care costs £9.50 a month, (ex VAT). This is charged on top of your broadband subscription and will appear as a separate charge on your bill.

3. How do I add Enhanced Care to my account?

Enhanced Care can be added to any Channel Telecom Business Broadband service during signup or as an upgrade afterwards. You can contact us as usual on 0845 330 0015.

4. How do I remove Enhanced Care from my account?

You can ask for Enhanced Care to be removed from your account by contacting us via email or phone. Refunds will be given for any whole months which haven't been used, but not for any unused pro rata days.

5. What benefits does Enhanced Care provide?

Broadband faults are handled on a fast-track basis through a BT Wholesale service, providing end users with a first response within 4 hours, and with the target of a fault resolution within 24 hours. This is supported by an improved Service Level from BT Wholesale to us.

Note that in order to benefit from faster fault support the end user should be available for an engineer visit on a 24 hours a day, 7 days a week basis.

6. Can I upgrade my account to Enhanced Care?

Yes. You can upgrade to Enhanced Care by contacting us on 0845 330 0015. The upgrade process takes approximately 24 hours to complete.

7. Do I have to be available 24/7 to use Enhanced Care for broadband faults?

Enhanced Care delivers an improved level of broadband fault with faster response/closure times. Our target is to respond to raised faults within 2 hours and resolve faults within 24 hours (Mon-Fri 8am-8pm).

However, so we can provide these advantages, it is vital that Enhanced Care customers can be contacted 24/7 and potentially be available for an engineer appointment. If this is not possible we cannot meet our target to close faults within 24 hours.

Whenever possible BT do try to book appointments during normal working hours.

8. What if I'm not available when an engineer tries to contact me?

In cases where a customer is not contactable, or an engineer can't get access to the customer's premises where required, the problem response/closure times will change to the standard fault operating procedures and a standard resolution time of 40 hours when the fault is with BT Wholesale.

9. I recently reported a fault which is currently being investigated. Will registering for Enhanced Care help to speed up how quickly my fault is dealt with?

No. The Enhanced Care service takes 2 days to enable and it can only be used for faults raised after this period, not on faults which are being investigated. Enhanced Care cannot be used as a way to 'queue jump' or speed up the faults process.

10. Is Enhanced Care available for all broadband products?

The Enhanced Care service is available on most of our broadband products – we'll let you know if we can't offer it in your case.

11. How long will it take to setup Enhanced Care on my account?

It takes approximately 48 hours to add Enhanced Care to your account.

12. I just signed up for broadband and didn't choose Enhanced Care. I've now changed my mind and want this service - can I add it?

Yes. However, you will need to wait approximately 5 days until your account is active before requesting this.