

Care Levels

At FutureTel we believe that it is of the utmost importance to offer only the best support packages to ensure that in times of trouble you can be sure that you are receiving the best care level available. Care Levels will be used should a fault arise on one of your business lines and we provide a full range of support packages to make sure your back up and running as quickly as possible.

Prompt Care

This level of care is provided as standard to all clients on all lines and will entitle you to the following Benefits:

- Fault Reporting Monday to Saturday
- Maximum initial response time of 4 hours
- Regular progress updates throughout
- Option to divert calls to another working business line or mobile
- Fix time by close of business the following day 18:00hrs Mon – Fri 08:00 – 18:00 hrs. Exc. bank holidays

Total Care

This level of care is available 24/7 including bank holidays including the following benefits:

- Maximum initial response time of 4 hours
- Regular progress updates
- All reports before 13:00 for a same day fix and 13:00 onwards for a next day fix
- Option to divert calls to another working business line or mobile
- Site visits by a BT engineer if required between 08:00 – 18:00 hours Monday to Sunday. Inc. bank holidays

Critical Care

This level of care provides a fix time of 6 hours, by far the best level of care available including the following benefits:

- 24/7 including bank holidays
- Acceptance notification and Remote Diagnostics upon receipt of fault
- Option to divert calls to another working business line or mobile
- Site visits by a BT engineer if required between 08:00 – 18:00 hours Monday to Sunday. Inc. bank holidays
- Maximum 6 hour fix time

Line Type	Prompt Care	Total Care	Critical Care
PSTN Residential	£3.24	£4.35	£5.24
PSTN Business	As standard (Free)	£4.35	£5.24
ISDN2	As standard (Free)	£4.35	£5.24
ISDN20	As standard (Free)	£4.35	£5.24

Please note all charges displayed are per line basis

If you are interested in any of the above care levels or would like to know more about these services please feel free to contact us on 0333 004 0041 or email us at support@future-tel.co.uk