

Line Assurance Policy

Overview

From only £1.99 pcm – line assurance subscription protects you from BT Openreach engineering charges.

Faults caused by the line or equipment in your premises can result in you having to call out BT Openreach who will charge a fee of up to £250 +VAT.

Every month thousands of businesses pay BT Openreach call out charges when faults are caused by their own equipment or wiring.



Protects you from engineering charges.
Engineer charges cost between **£130 to £250** depending on day of the week.



Covers additional engineer charges
Each additional hour of work carried out by an engineer is charged between £57.50 and £120 per hour.



Every year **40%** of businesses experience some form of telephone fault.

With line assurance, Global4 Communications covers the cost of all BT Openreach call out charges*, giving you piece of mind at an incredibly reasonable price:

- Single Analogue – only £1.99 pcm
- Multi Analogue – only £3.99 pcm
- ISDN2 – only £3.99 pcm
- ISDN30 – only £5.99 pcm

Global 4 will cover up to £500 worth of engineer costs

Line Assurance will cover the cost of work carried out by a fault engineer inside your premises.

Qualifying criteria and terms and conditions apply.

Line assurance monthly subscription must be added to all telephone lines on an account and not individual lines.

The line assurance subscription will run for the term of the contract and can be cancelled giving 90 days' notice before end of contract term.

Service is available Monday to Friday, excluding public holidays depending on care level.

What is covered:

- Firstly, speak to our Service department by calling 01403 216158 option 2 to complete the basic checks/changes.
- You will be covered for engineer charges for a fault that could not be rectified by completing our basic checks/changes.

You will not be covered if:

- You missed an appointment, you will be charged for any missed appointments, so ensure there is a representative on site to allow access.
- You have not completed the basic faults process before booking an engineer.

To speak to our experts, please call 01403 272910