

# GENERAL BRIEFING

## Broadband early morning and evening appointments Briefing Reference 008-11

IMPACT MATRIX		
END USER	CP	SYSTEMS
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Dots in the sections above are a guide to briefing impact

**This brief is to give an update on Broadband early morning and evening appointments, following Broadband briefing 087-10.**

Last year, BT Wholesale advised of the option to be able to book early morning and evening appointments (see below wording in italics from the initial brief).

Currently our supplier is able to offer these appointments on a limited basis, subject to resource availability.

We would like to gather feedback from our customers, around key geographical areas where early morning or evening appointments would be helpful. Based on the feedback, we will look to discuss the possibility of extending the geographic reach with our supplier, where demand suggests this is viable.

Therefore, if you would like to give feedback, please send an e-mail to [bbcrm.support@bt.com](mailto:bbcrm.support@bt.com) with the words **Appointments** as the title. What would be useful are details of the key areas you would want to see these appointments being offered and a view as to the volume you might be likely to consume per week, split by morning and evening.

Please respond by 22nd June 2011.

**For information, this is the wording from the previous briefing 087-10:-**

*Customers will retain the option to choose either the Standard Care level (40 hour repair) in tariff, or opt for the Enhanced Care service (20 hour repair). The current prices as detailed within the Service Provider Price List will remain.*

*Customers will have the choice on a fault to opt for an AM or PM Saturday or Sunday appointment, where in tariff (Saturday in tariff for Standard Care and Saturday and Sunday in tariff for Enhanced Care).*

*We will introduce two new appointing slots which will be available Monday to Friday, excluding regional Public and Bank Holidays. The two new slots are early morning (EM), which will mean an engineer on site between 7 and 8am and evening (EV) whereby an engineer will attend between 6pm and 9pm.*

*These flexible appointment slots will be subject to availability.*

*The EM and EV slots will be in tariff for Enhanced Care customers and available at an additional charge for Standard Care customers. Where a customer opts for a chargeable appointment it should be noted that in the event of BT being unable to gain access, the appointment charge will apply, in addition to any abortive visit charge.*

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