

SERVICE
ASSURED



ENHANCED NETWORK SERVICE

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A service wrap provides 24/7/365 support for your network services, enabling you to contact us around the clock. Whether it's reporting faults on connectivity, analogue, ISDN or SIP channels, we will provide trouble-shooting support and where necessary, report to Openreach.

This service is our commitment to you. Should you experience a fault, our team will be there to provide support without hesitation when you need us the most.



Benefits

This service provides the peace of mind that our in-house team will be there to provide you with trouble-shooting support to resolve faults, and where necessary, report to third-party providers. In addition, this service provides cover against any fees imposed by these third-party providers in the event of a site visit.



Risks of not having it

Most of our customers have their voice and connectivity delivered across these network services. We are determined to make it easier for you to report faults, without the worry of any additional charges or unexpected delays in service resolution.