

BtL Resilience Services

Overview

There is a range of services available on BtL lines to ensure business continuity in the event of a problem. There are a wide range of problems that could leave your business without telephone services. Some of the main ones to consider are;

- Fire or building evacuation
- Flooding causing equipment damage
- Telephone system outage
- Damage to the lines coming into your building

The services below are available to assist in keeping your business operating throughout emergencies or other unforeseen events.

Levels of Cover and Response Times

All faults can be reported 24 x 7 x 365, regardless of the level of cover on the line. However, the fault will only be actively worked on during the hours of cover.

Care Level	Product	Response Time	Pricing
Level 2	Analogue/ISDN2/ISDN30	8am - 6pm Mon - Sat	Standard
Level 3	Analogue/ISDN2	7am - 9pm Mon - Fri 8am - 6pm Sat - Sun	£3.30
Level 3	ISDN30	7am - 9pm Mon - Fri 8am - 6pm Sat - Sun	£2.10
Level 4	Analogue/ISDN2	24 x 7 x 365	£5.00
Level 4	ISDN30 (per channel)	24 x 7 x 365	£3.33

Level 2 is the default level of cover on all analogue and ISDN2 lines.

Temporary Call Divert

A temporary call divert can be placed on your line whenever there is a line fault. Calls will be redirected to an alternate number within 2 hours of the fault being reported. There is a £10 charge per use of this service. A temporary call divert can only be setup during the hours of cover.

In some situations it may be possible to apply a temporary call divert if there is a PABX problem, or the site is unavailable for any reason. However, once BT have proved that there is not a line fault present the divert will be removed. For this reason this is not a recommended resilience solution.

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Call Divert

Call Divert if busy may be useful if you occasionally receive a lot of calls. Rather than hearing busy your callers can be redirected to an overflow location.

Call Divert No Answer may also be useful if you generally answer your calls within 15 seconds. It would allow calls to be redirected to an overflow location if it rings for more than 15 seconds.

The terminating numbers for admin controlled call diversions take 1 working day to change. Additionally, it isn't possible to specify the time when a diversion is activated.

ISDN30 Site Assurance

Effectively this is a Call Divert Immediate, with a guaranteed response time of less than one hour for a diversion to be activated or removed. This covers all situations including those where there isn't a fault on either the line or the PABX. For 24 x 7 x 365 the cost is £2.30 per channel per month.

All calls to the ISDN30, including all associated DDI ranges, are redirected to a single, pre-specified number. This number can be a mobile, an answering bureau, another office or another number in the same building. It is not possible to redirect individual DDI numbers to different locations.

For more information please call BtL on 0800 011 4088 or e-mail sales@btlc.co.uk