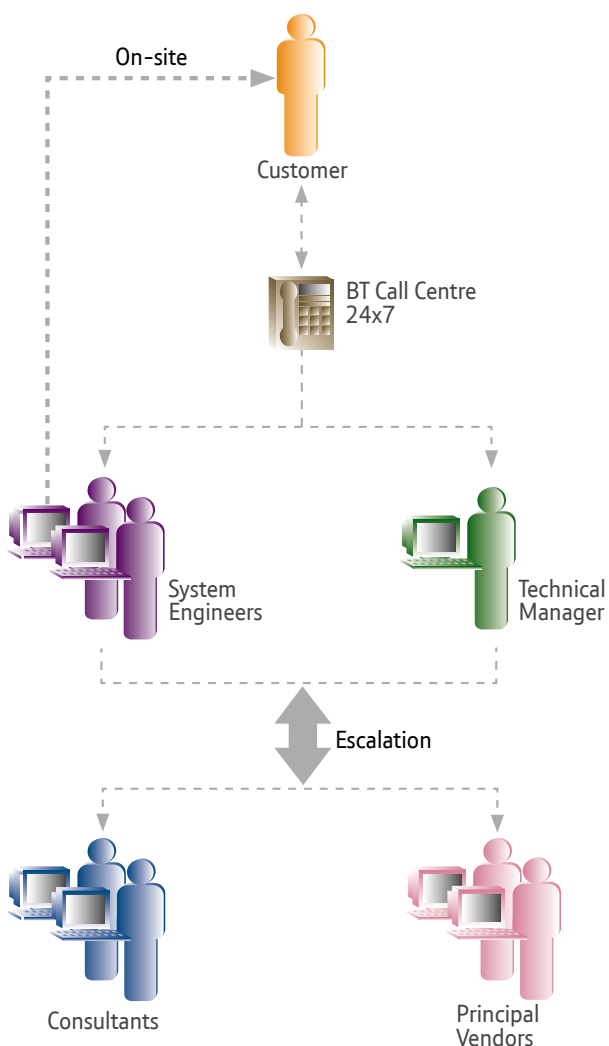


BT Frontline Maintenance

For LAN/WAN CPE Hardware

Why take chances? You have invested a great deal to create a network to support your business, every second — day in, day out. To ensure that non-stop service, you need an expert team who can take care of everything in relation to your LAN/WAN CPE Hardware. BT Frontline has the skills, the experience and the people on the ground to support your business.



BT Frontline's Support Structure

At BT Frontline, we have the expertise to deliver business advantages for your organisation by offering everything from 24 hours coverage, break/fix maintenance, to advanced spares replacement and fault fixing. We can help you to boost customer service and productivity, and grow your business.

BT Frontline maintenance cover enables you to achieve the maximum value, performance and continuity from your Data and IT investment. Select the cover that is appropriate for your business with BT Frontline ServiceCare options, including a CustomCare module which enhances the standard terms

Benefits and features

Just make one call – and we will sort it out

Our specialist service teams provide a single point of contact for all technical help and advice, fault reporting and escalation. They will deal promptly with any service issues relating to Cisco routing and switching products or service.

Where possible our technicians will attempt to resolve faults remotely. However, in the event of more complex issues, these will be prioritised for on-site diagnosis, repair and, where necessary, progressed with the help of our partner manufacturers and other third parties.

Our flexible ServiceCare maintenance cover fits all sizes — from small-scale phone systems to global IP enterprise networks. Whether it is for one or many sites, we provide service at exactly the right level.

How it works

What can you get?

We make it very clear exactly what you can expect from your maintenance cover. We can back it up with a service level agreement* and provide regular reports on performance .

What services can your contract include?

- Faults resulting from normal wear and tear
- Telephone advice, including any preliminary troubleshooting that you can carry out before a fault is escalated in BT Frontline
- Where possible, carrying out remote diagnostic checks from BT Frontline premises
- Any necessary site visits, carried out as soon as practicable
- Fault correction through repair or replacement of all or part of the equipment. We will endeavour to exhaust all possible options to ensure business continuity should the original equipment or parts have to be removed for off-site inspection
- Application of appropriate bug fixes for known software faults, as recommended by the equipment manufacturer
- Service level targets*
- On-site troubleshooting for complex failures
- Support by BT Frontline engineers at 2nd and 3rd levels and also by the relevant equipment manufacturer**
- Spares sourced directly through BT Frontline's own inventory.

*Service Level targets are available on certain products, solutions and managed contracts

**Details of support dependent on solution

Our flexible maintenance contracts provide cover from 8-to-5 to around-the-clock. The minimum cover term is one year, but you have the option to take out longer-term contracts to benefit from discounts and special offers.

Levels of cover – ServiceCare

StandardCare	8am to 5pm, Monday to Friday (excluding public holidays), with a next-day response time for faults reported before 5pm. Work will be carried out during these working hours.
PromptCare	8am to 5pm, Monday to Saturday (excluding public holidays), with a 4-hour response time from the time a fault report is received. Where BT Frontline employees are working at the site of the fault at the end of the day, it may be possible for them to continue working at the customer's request. BT Frontline may make an additional charge for such work.
TotalCare	24 hours a day, 7 days a week, all year, with a 4-hour response time from the time a fault report is received. If the fault is not cleared within that period, BT Frontline will contact the customer with a progress report.
CustomCare	Attendance hours and response times tailored to specific requirements and can include having an engineer permanently on site.

Note: The services stated above are only available in Singapore. If you have offices outside Singapore, our third party suppliers will be engaged to support your LAN/WAN CPE hardware issues.

To find out more – speak to your Account Manager or call (65) 6773 7227 or email sales.frontline@bt.com

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About BT Frontline

BT Frontline, a wholly owned subsidiary of British Telecommunications plc, is a leading provider of end-to-end IT services. BT Frontline offers IT consulting, IT infrastructure, IT security solutions, enterprise application solutions, system integration as well as outsourcing to help companies harness IT so as to drive operational cost efficiency as well as business growth.

Established in 1993 and headquartered in Singapore, BT Frontline has more than 5,000 professionals (direct and indirect) in ten key markets in Asia – China, Hong Kong, India, Indonesia, Malaysia, Singapore, Philippines, Taiwan, Thailand and Vietnam – to meet the specific needs of corporate organisations across a continuum of industries.