



## Enhanced Care

---

**At Zen Internet we continually strive to offer the best value for money in broadband services and are consistently commended for our reliability, customer services and technical support.**

Enhanced Care is the latest service option available with our award-winning range of broadband (ADSL) solutions. For just £12.00 per month (ex. VAT), customers will be able to take advantage of an advanced service level guarantee covering any faults found with their broadband (ADSL) service.

### Features:

- One working hour fault response time\*
- Twenty working hour fault resolution time\*
- One month minimum contract
- Fast provisioning

\* Working hours: 8am-8pm Monday-Friday excl Bank Holidays

We recognise that certain users may require a guaranteed level of service for business-critical operations over their broadband connection. Enhanced Care recognises this by providing guaranteed fault response and resolution times, assuring that their broadband connection continues to run smoothly.

### Advanced service level guarantee for business critical applications

We have won numerous awards commending the high levels of service and support provided to our customers. Enhanced Care does not mark any deterioration in these service standards, it simply recognizes that many organizations require the peace of mind provided by an advanced service level with guaranteed fault resolution times.

Enhanced Care is supplied for a minimum term of one month, which is in line with all our broadband (ADSL) services. With this, we commit to a one working hour\* response time in respect of all technical support broadband (ADSL) fault enquiries (reported by calling 0845 058 9009 or emailing [enhancedcare@zen.co.uk](mailto:enhancedcare@zen.co.uk)) and a twenty working hour\* resolution time for all broadband faults found to have origination with the Zen supplied DSL circuit or within the Zen network. This service level guarantee is backed by BT Wholesale who commits to supply BT Engineers to repair any identified faults at your premises.

To find out more, please visit

[http://www.zen.co.uk/Broadband/ML\\_Business/zen-enhanced-care.aspx](http://www.zen.co.uk/Broadband/ML_Business/zen-enhanced-care.aspx)