HM-NETWORK.com

Authorised partner of **BT**

Your BTnet leased line service guide

Things you need to know

Now you've got a dedicated internet connection, you won't have to share your bandwidth. So you know everything can run smoothly all the time. And it's backed by our market leading Service Level Agreement (SLA) for availability and network performance.

BTnet comes with equal upload and download speeds. That means you can send large files as quickly as you receive them. You can change your bandwidth, so you only pay for what you need. There's a range of options to choose from. And they all come with around-the-clock support.

This guide will help you get the best from your service, so keep it handy. To find out more about our service options, have a look at bt.com/btnet.

Changing or adding to your service

As your business changes, you might decide to change your BTnet service too. That's fine. We offer lots of features and optional extras:

- **Bandwidth flexing** – is your business busier at certain times of the year than others? Change your bandwidth to match seasonal demand, so you only pay for what you need.

- **Voice support** – save money by making high-quality calls over your dedicated internet connection. Just add the latest SIP and Cloud Voice services.

- **Resilience options** – don't worry about your connection going down. Get a back-up in case of third-party cable damage, fire and flood. We can offer you different diversity options, depending on what you need. Let's talk about how we can help.

- **Cyberattack defences** – stay safe from Distributed Denial of Service (DDoS) attacks, which can stop you and your customers from accessing your internet-based services.

Want to know more?

Get in touch with HM Network and tell them what you need.

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Paying for your service

Once your BTnet service is up and running, we'll start billing you in advance for the following quarter.

Your first bill will include your standard rental, as well as any charges that you've agreed to for connection and excess construction.

We usually send paper bills, but please let us know if you'd prefer online billing. If you have BT OneBill you can also add BTnet to that.

You'll need to make sure your payment reaches us within 28 days of the bill date.

If you aren't already paying by Direct Debit

Perhaps now's the time to set one up. You'll get protection from the Direct Debit Guarantee and you can cancel at any time.

To find out more about setting it up, head over to our Direct Debit help page.

For questions about your bill

Have a look at your bill explained. It explains what's on your bill – including things like one off charges, which can make your first bill higher than usual.

If you can't find what you need, give us a ring on 0800 679 320 (choose option two). We're open 08:30–17:00, Mon–Fri (but not public holidays). Remember to have your account number ready. It's on your bill and starts with WM.

Or send an email to crbilling03@bt.com. Please include your account number.
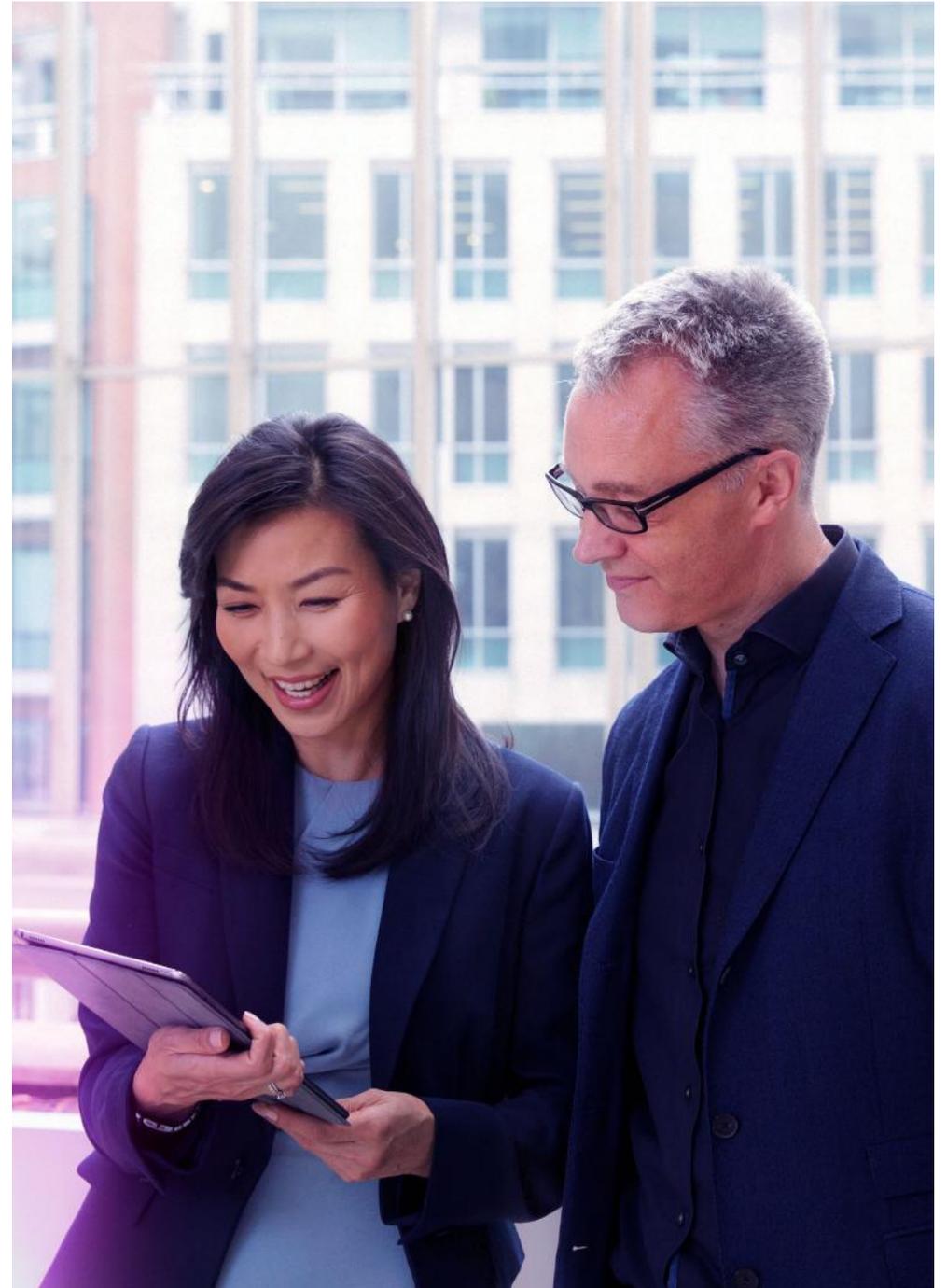
Service you can trust

We've developed a comprehensive SLA to make sure BTnet provides unrivalled reliability and incredible speeds

In a nutshell, here's what the SLA covers

1. **Installation** – we'll deliver your service on or before the date we agree. If we don't, you can ask for a credit towards the standard connection charge.

2. **Service availability** – we aim for a target of 100% service availability. If we don't meet it (based on our data), we'll reduce the rental charge for your service.

3. **Network latency** – if we don't meet the latency guarantee in two consecutive months (based on our data), we'll reduce the rental charge for your service.

For more detail about what's covered and what you can claim

Have a look at the SLA. You'll find it with the Service Schedule plus the terms and conditions that apply to BTnet at bt.com/terms. It's under 'Broadband & Internet Services' then 'BTnet Leased Line'.
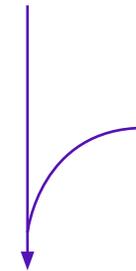
Got a problem?
Follow these steps.

I've got no service at all

Check the power to your own equipment that's connected to the datacentre port. Make sure they're connected properly. Check and advise us if your equipment is showing any loss of signal alarms on this port.

Are they working now?

Yes   **No**

My connection is slow, restricted or intermittent

Check the host local area network (LAN) and firewall or security device you've connected.

Is your network overloaded (e.g. trying to carry more data than it can handle)?

Yes   **No**
Please review your usage policy or consider increasing your port speed.

I'm having problems with the BTnet mail server

… and the problem is with outgoing mail.

Do you use smpt.bt.net to send mail?

Yes   **No**
Get in touch with your destination domain mail service provider.

… and the problem is with incoming mail.

Make sure port 25 on your mail server is open. Has that fixed the problem?

Yes   **No**
Good.

… and the problem is with both outgoing and incoming mail.

Are you getting internet access?

Yes   **No**

Can you ping the Ethernet address or default gateway?
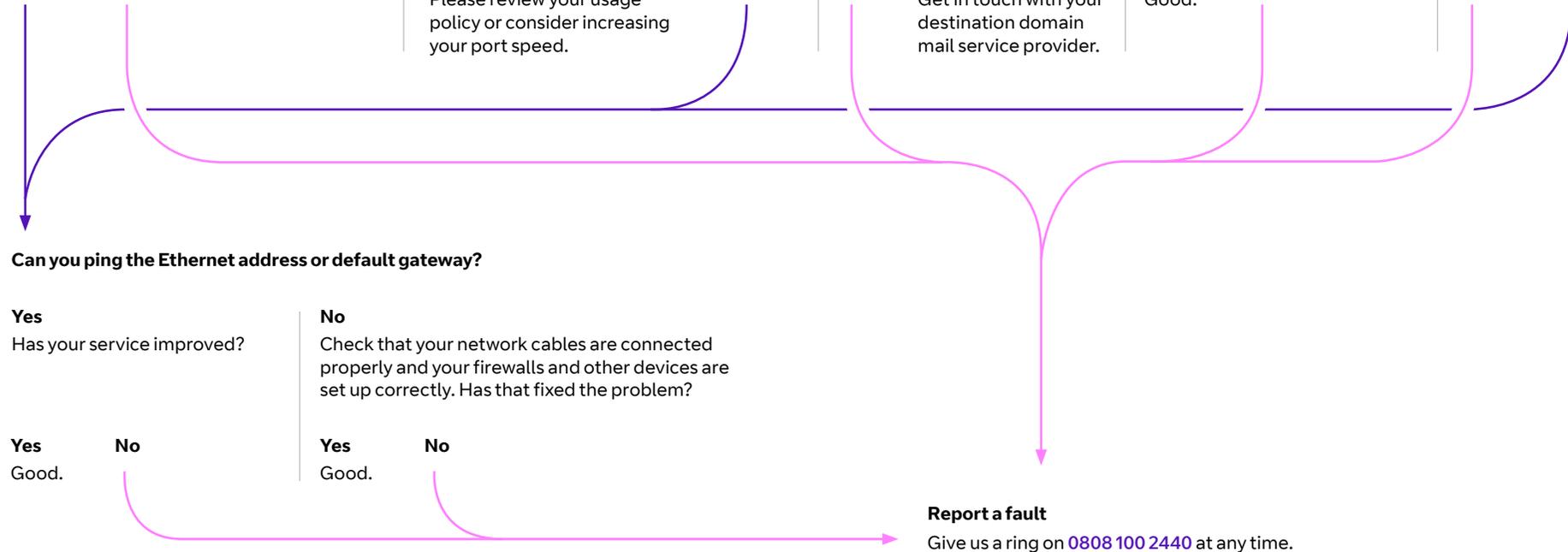
Yes
Has your service improved?

No
Check that your network cables are connected properly and your firewalls and other devices are set up correctly. Has that fixed the problem?

Yes   **No**
Good.

Yes   **No**
Good.

Report a fault
Give us a ring on 0808 100 2440 at any time.

How we deal with reported service incidents and faults

1. **When you call us, have these details ready:**
   - your customer reference (FTIP) number
   - your 24-hour contact number
   - any access circuit details or references
   - your terminating equipment IP address(es)
   - the IP address of your server (if it's an email problem and you've got your own mail server).

   We'll also ask you to confirm:
   - your company name
   - the name and email address you gave for updates
   - how long the service has been down
   - full details about the problem you're having.

2. We'll record all the details and give you a trouble ticket number. You can use that to track how we're getting on with the work.

3. When we've fixed the problem, we'll let you know by contacting the person in your company who reported the fault.

4. We'll ask you to confirm if everything's okay.

Loss of service or outage

1. If this happens and you think it's our fault, please tell the BTnet service centre about it within two days. The number to call is **0808 100 2440**.

2. Once we've confirmed that the fault is down to us and we haven't met our target of 100% service availability, you can claim compensation within 28 days.

To do that, email **btnet.slg@bt.com**. You'll need to quote your trouble ticket number and your customer reference (FTIP) number – it's on your order emails and updates – and give the reason for your claim.

Planned engineering work

To make sure everything's in tiptop condition, we carry out planned engineering work – like maintenance and upgrades – from time to time. This might mean occasional disruption. But we keep that to a minimum because we normally do the work early on Sunday mornings.

Whenever we can, we'll give you at least ten days' notice of planned engineering work. We'll also tell you roughly how long we think it'll take.
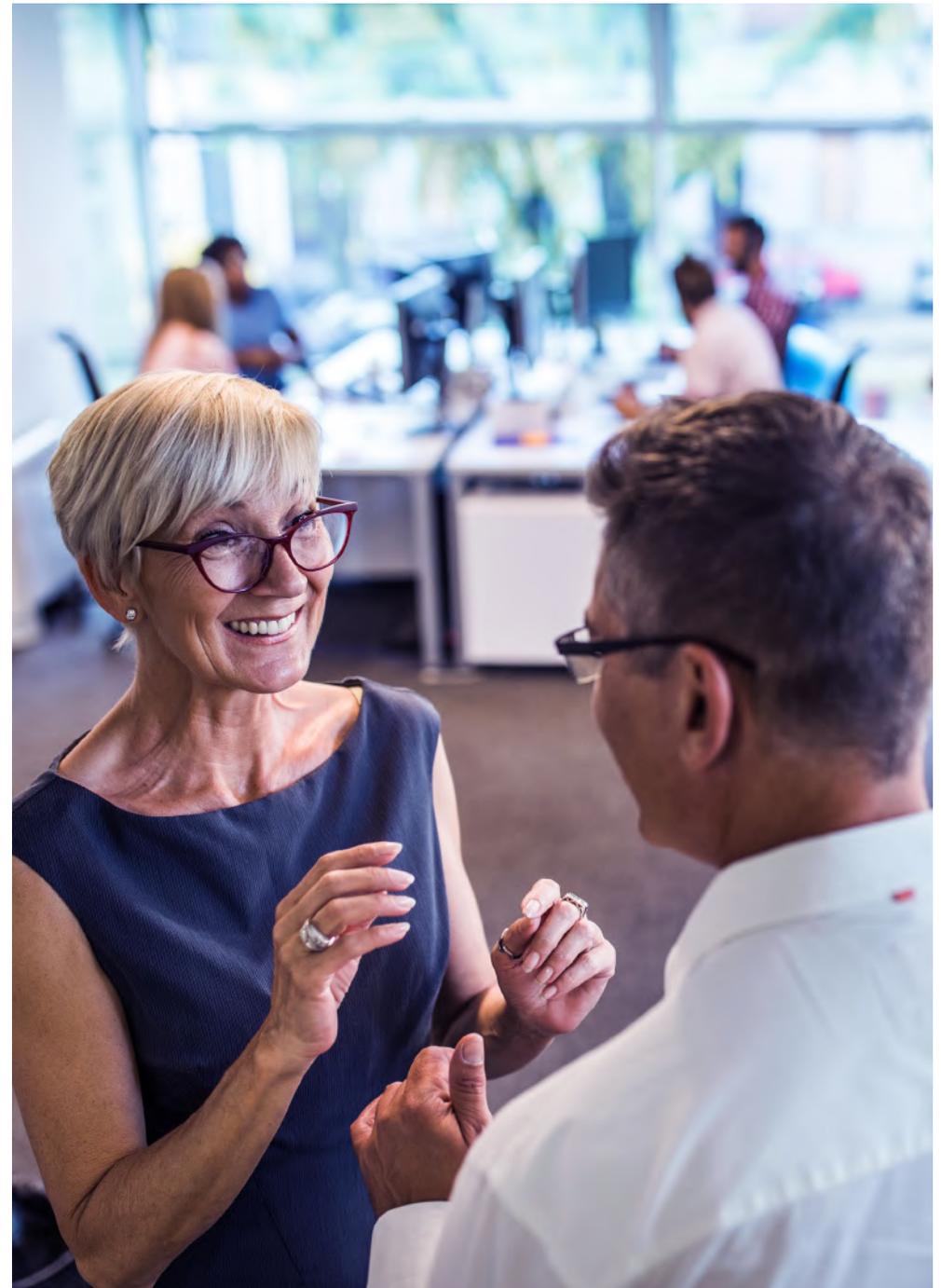
Getting help

What do you need?

Change my service or order something extra
Have a chat with your local service centre or BT account manager.

Get a copy of the Service Level Agreement
Download a PDF here.

Find the Service Schedule, or terms and conditions
Have a look at bt.com/terms (under Broadband and Internet Services).

Ask about my bill
Call 0800 679 320 (option 2) 08:30–17:00, Mon–Fri (but not public holidays). Or email crbilling03@bt.com.

Report a fault or fix a problem
If you've tried the steps on page five, call 0808 100 2440 (any time, any day).

Remember to have your customer reference (FTIP) and account numbers handy when you get in touch.

Contact HM Network
www.hm-network.com
03333 444 190
info@hm-network.com
support@hm-network.com

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