



Communication Choices

Free Priority Fault Repair Scheme



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Staying in touch

Keeping your line open

At BT we understand just how important your phone service is. And it's even more important when you rely on it for health or mobility reasons.

This is where people who meet the scheme criteria can benefit from our Free Priority Fault Repair Scheme.

Under the scheme, we'll give you priority over standard faults by dealing with them as soon as we can, every day of the year, including Christmas Day.

Please note: we'll prioritise your repair over standard care levels but there may be circumstances beyond our control that mean we can't. For example, inclement weather conditions like floods or storms can stop our engineers carrying out repairs to overhead cables or working down manholes.

It's important to make sure that the service reaches the people who need it most. So we have a rigid set of criteria and all applications must be countersigned by a doctor or hospital consultant, with an official doctor's or hospital stamp also included. The doctor will also need to confirm their General Medical Council (GMC) number.

Who can apply?

The Free Priority Fault Repair Scheme is available if your household includes someone at risk. They must meet the criteria below.

You can apply if you:

- rent your line from BT

and you, or someone who lives with you, are:

- registered as Chronically Sick & Disabled by your local authority social services under the Chronically Sick & Disabled Persons Act (CSDPA) 1970
- incapacitated and therefore housebound, due to a chronic long-term illness or disability which prevents you leaving the house without the assistance of another person. For example, on the National Organ Transplant waiting list.

What the scheme doesn't cover

We can't offer you the scheme if:

- your line is supplied by another service provider
- you've a BT line and live in warden-controlled premises, a residential nursing, care home or similar type of property.

The scheme doesn't cover alarm monitoring stations, control rooms or other types of alarm lines or installations.

How to apply

Request the printed version of this booklet from 0800 800 150.

Complete the application form (which comes with the printed version) and send it to us in the envelope provided.

Your application must be countersigned by your doctor or hospital consultant and must include a copy of their official stamp and full contact details.

The signatory will also need to confirm their General Medical Council (GMC) number.

Please note: we can't accept any other signatory or process an application with missing or incomplete information.

Don't worry, we take your privacy very seriously. We'll treat any information you give us as confidential and only use it as part of your application for our Priority Repair Scheme. We may stop you using this scheme if you don't keep to its spirit.

Fill in the application using black ink and capital letters.

Send the form to:

BT plc
Priority Repair Scheme
Durham
DH98 1BT

Remember to put a stamp on the envelope or else it won't be delivered by the Royal Mail.

Need some more help?

If you've any questions about the Free Priority Fault Repair Scheme, if you aren't sure if you can apply or if you need help to fill in the form, call us on **0800 800 150**.

We've brought together lots of information about our products and services, help and support, news, advice, information – and much more – all in one place, at bt.com/includingyou

You could also take a look at our Including You guide, where you'll find lots of information about our standard and more specialised products and services. We hope that it will be useful for everyone but it's especially aimed at our customers who find communication more challenging.

The booklet is free of charge. You can get a copy, or copies, by going to our download section on the Including You website or by calling **0800 800 150**.

It's also available in other formats including large print, Braille or audio CD. Go to bt.com/mediatypes to find out more.



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Registered office: 81 Newgate Street, London EC1A 7AJ
Registered in England No: 1800000

Written and designed by The Art & Design Partnership
and Muse Publishing
v2.0

PHME 69630