



BT Business On-site Hardware Repair

Overview:

BT Business On-site Hardware Repair offers a comprehensive, fully inclusive hardware repair service for servers, PCs¹ and laptops. BT offers multiple 'guaranteed fix' times, from next business day to within four hours, allowing hardware issues to be resolved before they disrupt the business.

Reasons to choose On-site Hardware Repair:

- Fast response times tailored to suit different business needs
- Peace of mind, particularly if the business relies on its hardware
- Support available from just 37p per day with no additional costs

Features of On-site Hardware Repair:

- Our engineer will visit the customer's office to repair servers, PCs and laptops
- Choice of service times:
 - Next business day
 - Within four hours (8am-6pm)
 - Within four hours (24/7)
- BT guarantees to have the computer up-and-running again within the service time chosen
- If the hardware cannot be repaired on site, BT will loan equipment of equivalent or better specification and return the hardware once the repair is completed
- Our engineers will restore data and application software,² keeping customer downtime to a minimum
- Prices are inclusive of all spare and replacement parts
- Mainland UK support
- On-site Hardware Repair is a key component of BT's IT Services portfolio which provides engineer field services and telephone-based support to more than 40,000 SME businesses in the UK

Prices:

	Standard	Priority	Anytime
Report hardware fault	Monday to Friday (8am – 6pm)	Monday to Friday (8am – 6pm)	24/7
Engineer response	Next business day	Within four hours	Within four hours
Price per PC or laptop³ (excl. VAT)	£7.99 pcm	£12.99 pcm	£14.99 pcm
Price per server³ (excl. VAT)	£24.99 pcm	£39.99 pcm	£54.99 pcm

Further information:

Please visit: www.bt.com/itrepair

Terms and Conditions

1. PC only – excludes Apple Mac. 2. From a customer supplied back-up. 3. 12 month minimum term. Fair use policy applies.

Offices Worldwide

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