



Putting you first
Free priority
fault repair

What is it?

At BT, looking after our customers is our top priority. We understand how important a working landline and/or broadband service is; even more so when you rely on it for mobility or health reasons. This is where our **free priority fault repair scheme** can help.

Under this scheme, we give you priority over standard faults by dealing with them as a matter of urgency, every day of the year, including Christmas day. This means that we'll deal with your line and/or broadband fault as soon as possible, so you're not without your service when you need it most.

Although we do prioritise your fault under this scheme, there are circumstances outside of our control, which mean we may be unable to do this, such as extreme weather preventing engineers carrying out repairs to overhead cables or from 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.

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 you have your line and/or broadband with BT, and your household includes someone at risk. They must meet the criteria below.

You can apply if you, or someone who lives with you, are:

- Classed as disabled under the Equality Act 2010. You are considered disabled under this act if you have a physical or mental impairment that has a substantial and long-term negative effect on your ability to do normal daily activities.
- Incapacitated and therefore housebound, due to a chronic long-term illness or disability which prevents you from leaving the house without the assistance of another person.
- A severely sick child.



What the scheme doesn't cover

We can't offer you the scheme if:

- Your line is supplied by another service provider.
- You have a BT line and live in a 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

Have a printer?

Print out the application form on the next page and complete it using black ink and capital letters.

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.

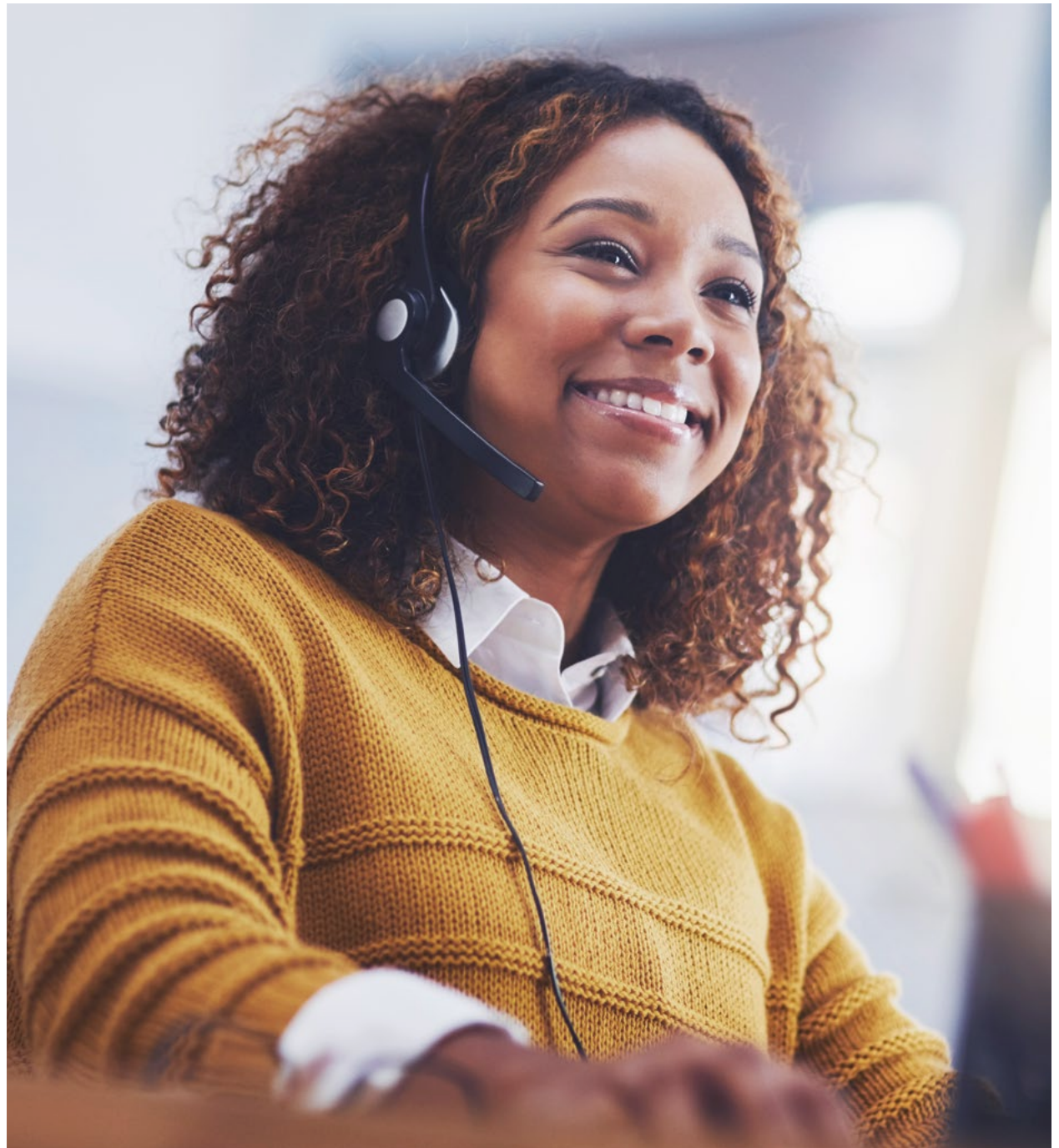
Send the form to:

**BT Plc
PO Box 334
Sheffield
S98 1BT**

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

Don't have a printer?

You can get a printed version of this booklet and an application form – just call **0800 800 150** and we'll send one out to you.



Just print out this page (p.6) and complete it in **BLACK INK AND CAPITAL LETTERS**.
Send the completed form to us at: **BT Plc, PO Box 334, Sheffield, S98 1BT**. Remember to put a stamp on the envelope.

Part one – Information about the applicant

This part should be signed by the account holder

Title and full name:

Phone number:

Mobile number:

BT account number:

Address:

Postcode:

Email:

Are you, or someone in your household:

Classed as disabled under the Equality Act 2010. You are considered disabled under this act if you have a physical or mental impairment that has a substantial and long-term negative effect on your ability to do normal daily activities. **Yes** **No**

Incapacitated and therefore housebound, due to a chronic long-term illness or disability which prevents you from leaving the house without the assistance of another person. **Yes** **No**

A severely sick child. **Yes** **No**

I want to join the priority repair scheme. I understand how the scheme works and the information I've given is true. I agree to let you know if my situation changes and I no longer qualify for the scheme.

Signed:

Date:

Part two – Information about the countersigner

This part should be signed by a doctor or hospital consultant

Title and full name:

Position:

General Medical Council number:

Work phone number:

Address

Postcode:

Email:

Official stamp

I have read the accompanying leaflet (including the 'Who can apply?' section) and confirm this applicant meets the scheme's criteria. You can read the leaflet online at bt.com/freepriorityfaultrepair

Signed:

Date:

Need some more help?

If you have any questions about our 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/help/here-for-you**

This booklet is also available in other formats including large print, braille or audio CD.

Go to **bt.com/mediatypes** to find out more.



Offices worldwide

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