

## **Terms and conditions of Broadband Router Protect (BBRP) Cover**

Broadband router protect is a service offered by Fidelity Group to provide you with a replacement router or engineering resource to get your business back online as soon as possible should a fault occur. The service is provided subject to the terms and conditions of the MSA agreed between us.

### Key information and specific service terms

- This service operates on a per-connection basis\*.
- All faults must be triaged by the service help desk.  
Testing to include first line checks and approval by a team leader. A separate ticket generated by the team leader, to be used solely for the purpose of a BBRP claim. Labour or Router Replacement.
- A maximum of 2 replacement routers will be supplied within any 12-month period.
- Site visits are by agreed appointment, during our normal working hours, Our SLT for site visits is 3 working days\*\*.
- Routers are configured remotely, if a site visit is required it may become chargeable, should the visit exceed the allotted time (*ie over ½ Day*)
- Should the original make and model of router not be available, we will supply a model of similar specification. \*\*\*
- Routers damaged by user misuse, or issues covered by standard business insurance policies are not covered. Our programming includes only basic configuration to get the service back on-line.
- Outages caused by a software upgrade are not included assuming the existing router resumes normal service.
- Faults reported after 1pm will not result in a next-day replacement.

**\*BBRP** - is charged against a specific broadband circuit. Any circuits covered by BBRP will be shown in your monthly invoice. BBRP coverage commences 30 days' after receipt of a signed order.

**\*\*Site visits** – An engineer site visit can only be used in connection with a fault on the broadband line associated with BBRP line as shown on your invoice. Site visits are charged at current published labour rates. All site visits will be invoiced in the normal way, with a credit up to the equivalent of half a day's labour. (*Currently £295, discounts do not apply*).

**\*\*\*Router Replacement** - The highest specification router supplied under this agreement is the DrayTek 2866ac (*currently £320*). Should the router required be of a higher specification, the balance will be charged to the account.