

PSTN Guidelines

Before your appointment

If any of the details change before your appointment please let us know as soon as possible so that they can be amended with BT Openreach. In some cases this can result in the installation being rescheduled for a later date.

On the day of your appointment

Please ensure that:

- The on-site contact specified on the order form is aware of the desired location of the BT phone socket and the building's Distribution Point,
- The on-site contact is present with the engineer for the duration of the appointment,
- The engineer shows the location of the BT phone socket to the on-site contact after the work has been completed.

Important information

BT Openreach will always reactivate an existing PSTN line if one is available in the building - unfortunately we are unable to request a new installation in this circumstance.

BT Openreach will charge an abortive visit charge (AVC) of £145 + VAT in the following situations:

- The engineer is unable to perform or complete the installation for reasons not specified at the point of order,
- The appointment is missed, or cancelled with less than 24 hours notice,
- There is nobody on-site to meet the engineer or to show them to the desired installation point in the building,
- A return engineer visit to the site is required to locate where the BT phone socket has been installed.

We always endeavour to book the next available appointment should the installation be unsuccessful, but in some cases this can be up to six weeks after the scheduled date.

Notification of issues

Please notify us of any complications with your installation within 10 working days. Anything highlighted after this time may incur further charges.

Disclaimer: Exa Networks is a facilitator of BT Openreach - all engineers are employees of BT Openreach or its associates and as a result we are not responsible for their actions or, in most cases, able to communicate with them directly. However, if you have a complaint regarding the engineer or a query you would like answering please our Customer Care team on **0345 145 1234** or email provisioning@exa.net.uk and we will do all we can to help.