

PSTN Order Form

Thank you for requesting a PSTN line with Exa Networks. For best usability, please use Adobe Acrobat Reader to complete this form.

Customer Information

Billing name:	
Billing address:	
Post code:	
Information contact name:	
Telephone:	
Email address:	
End user name:	
Install address:	
Post code:	
On-site contact:	
Telephone	
Email address:	

Site Details

Non-served premises?	
24 hours notice required before on-site visit?	
Preferred appointment time?	

Line Information

Number of lines required?	
Location of the phone socket installation: (building, floor, room)	
Location of the distribution point:	
Hazard notes:	
Warning notes:	
Type of line required?	
Additional notes?	

Costs

Installation (one-off):	£85
Line rental (per annum):	£153

Service Term

This contract is for a period of 12 months. The purpose of this PSTN post-installation is solely to enable broadband provision, if you require this telephone line to perform another function please inform your account manager.

Authorisation

Signed:	
Name:	
Position:	
Date:	

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 time slot
- 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
- An engineer return visit to 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.

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 call us on **0345 145 1234** or email customer.care@exa-networks.co.uk and we will do all we can to help.