

Register, Report, Resolve with 24/7 Total Care from Network Billing Services

NBS is pleased to offer 24/7 Total Care. 24/7 Total Care is a new service available to all NBS customers with compatible products. Chose from three levels of care, dependent on your needs, giving you the ability to report faults outside normal business hours.

The Benefits

- Ability to report faults outside of normal business hours
- Receive regular updates regarding your fault
- Get faults resolved quickly and easily
- Avoid disruption to your telephone service
- Get full support from our dedicated customer services team
- Three levels of care available dependent on your needs
- Control of your communications

To get 24/7 Total Care from NBS follow these three simple steps:

- **Register** for the service
- **Report** any faults
- Allow us to **resolve** them quickly and efficiently

Register

Registering for 24/7 Total Care services is easy. Simply select the level of service you require. We will register your details for 24/7 Total Care with our customer care department. Once you have registered you will receive a welcome letter containing a dedicated number to call outside normal working hours. This service will prove to be a real benefit to any business for who the ability to report faults out of hours is paramount, either due to the nature of their business or, the nature of line usage.

Report

If you are unfortunate enough to experience a fault, we aim to provide full support until any problems are resolved. Customers with 24/7 Total Care services will be given a dedicated freephone number to call.

During normal business hours the customer services team will answer this. Outside business hours the calls will be answered by our out of hours customer services team. You will receive the same high standards of service and, it is our aim to resolve faults and resume normal telephone services as quickly as possible. You may be asked to carry out a few simple line tests to establish the type of fault you are experiencing. This will help to speed up the time it takes to get your fault resolved. Our customer services team will ensure you are always kept up to date until your fault is resolved.

Resolve

Our aim is to ensure your communication lines are kept up and running, with as little downtime as possible. Being able to report a fault at any time helps to protect you against lost revenue due to communication lines failure, and provide support for businesses working longer hours and weekends. With a 24/7 Total Care package in place you're guaranteed total peace of mind. Register today and put your communication channels in safe hands.

Service Options

Care Level	Service	Line Type		
		Analogue	ISDN2	ISDN30
One	Monday to Friday 08.30 – 17.00 excluding Public and Bank Holidays	✓	✓	Not Available
Two	Monday to Saturday 08.30 – 17.00 excluding Public and Bank Holidays	✓	Not Available	✓
Three	24 hours a day, 7 days a week including Public and Bank Holidays	✓	✓	✓

The next step...

If you want to find out more about 24/7 Total Care contact our sales team on 0870 841 0070 or email nbs@networkdigital.co.uk for more information.

About NBS

NBS offers you a range of high quality, low cost fixed, mobile and data communications services and voice platforms. Plus a host of value added services such as non-geographic numbers. We can tailor communications solutions to suit your specific business needs – call us to find out how much you can save

Call us on 0870 841 0070 or email nbs@networkdigital.co.uk for more information

Landlines
 Broadband
 Mobile Data
 VoIP
 Non-Geographic Numbers
 IP VPN's
 Free Online Billing and Reporting
 Data Connectivity
 GPRS
 A Single Consolidated Bill
 3G Technology
 Mobiles
 Excellent Customer Service