

Improvements To Nexus WLR

WLR - Business 2 Plus

Nexus has been working with Openreach for some time on developing the existing WLR product portfolio to better address some of the discrete needs of business customers. One of the points of focus has been a higher level of support required by business customers, with activities requiring better certainty of completion and the need to align multiple engineering activities (i.e. Openreach + maintainers etc.).

The prices and scope for the new product wrap (known as Business 2 Plus) have now been announced. From 22 September 2014 all WLR3 premium PSTN lines will be automatically upgraded to Business 2+ lines, with the following features:

- Smart divert as standard (can divert to any UK, fixed, mobile or 0800 number plus some overseas numbers, 'Divert to' number can be changed remotely, no one off connection charge and no on-going rental)
- Business 2 Plus prioritised repair Service Maintenance Level (Openreach are targeting an enhanced repair standard of 80-85% of faults fixed in service level)
- Reduced cost of more focused appointments, two new appointment slots (late morning 10-12noon & early afternoon 2-4pm)
- Named Engineer (currently in trial): provides the engineer's name 48 hours in advance of the provisioned appointment.

An updated rate card reflecting these changes will come into effect on 1st October increasing the monthly charge by 45p. You do not need to make any changes to benefit from the new service.

If you do not wish to benefit from Business 2 Plus you will need to raise a change request to our Customer Service team to downgrade your lines to basic (to take effect prior to 22 September). Please bear in mind that this will also downgrade the associated care level to Service Maintenance Level 1 (end of Next Working Day + 1) i.e. fault is fixed on the second valid working day after fault is reported between Monday & Friday as opposed to Service Maintenance Level 2 (end of Next Working Day) i.e. fault is fixed by the end of the next valid day after fault is reported between Monday & Saturday. This change order will have an additional charge to process.

Yours sincerely

Neil Richardson

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