



Important Change Release: - Telegent - Assurance – A Comprehensive guide – Sept-23

Hello,

As part of our ongoing efforts to safeguard you from ever-increasing costs of supply of services and, we have introduced, after much demand and requests, a path-breaking assurance service – “Telegent-Assurance”. Telegent-Assurance by its definition acts like an insurance cover you would take out to safeguard yourself from unexpected costs.

As our industry sees a massive shift leading to 2025, PSTN-Switch-Off, more about it can be ready here (<https://www.openreach.com/upgrading-the-UK-to-digital-phone-lines>), items such engineering visits for connect, config, fault visits or repairs would now attach itself to a premium delivery costs. this would cost upwards of £199 and can be charged at upwards of £65 for any additional works outside of the agreed hours.

Telegent assurance provides our customers with the deep sense of peace, that if and when they would need an engineer visit, they would not need to be out of pocket, in fact when paying Telegent assurance for a full 12 Month term, it costs our customers, only £66.60, which saves them circa £130 against an engineer visit through the 12-month term.

Telegent assurance has been developed over the last quarter by our commerce & tech team because of many requests from our customers, some of our customers were part of the trial launch we did, to measure service delivery and commercial benefit directly for our customers, we took our time, because we wanted to get it right, we see the average costs of such covers being £6.99 - £8.99 as industry standards, but we realized, that we could bring it down to a further reduced rate, so that it puts more money back into the pocket of our customers.

Telegent has always striven to be a “Customer First” supplier, and we continue to operate with this ethos.

This service, which is chargeable, operates to provide a cover against the event of a engineer visit. These terms aim to outline the limitations of this service.

1- This service operates on a per connection basis.

2- A maximum of 1 Engineer cover will be supplied within any 12-month period.

3- This cover includes scope of work that is within the list of Openreach works, any massive damage caused inside of the property, as part of wear and tear, or general repairs etc. is not included in such.

4 – Each such Engineer Visit cover will be subject to approval, to ensure the right limitations are being adhered to, and ensure that every customer is being able to equally enjoy the benefit of this assurance cover.

5 – Post successful trailing of this cover, this is now being launched at a monthly cost of £5.55 Excluding VAT, and will be available for our customers effective 1st September 2023 onwards.

**Best Regards,
Parbinder Singh
Managing Director**