

BT Home IT Visit Terms and conditions:

1. If you select any Home IT Support, Visit service we agree to give you a general IT support service to an initial scope that we agree with you. This may include set up and configuration of your personal computer(s) including networking peripherals and equipment, fully licensed original copies of software or networking fault diagnosis and rectification. The service excludes any installation of devices other than those using external connections.
2. We may ask you to give us access to your supported personal computer using our remote access facility prior to receiving the service at home. We will ask you to grant us remote access on a session by session basis.
3. Before we provide the service we may give you an estimate of time that this service may take. You agree that the actual time the service takes may vary from this estimate.
4. You agree to install any equipment or software that we advise and to follow any reasonable instructions including security instructions that we may give you about the service.
5. The normal hours of service are 0800 to 1800 Monday to Friday. There is no service on Sundays and Bank Holidays.
6. We will agree an appointment date with you. The service begins one working day before this agreed appointment date when we allocate an engineer for your visit.
7. You need to tell us at least 24 hours before your agreed appointment if you cannot make this time otherwise we may charge you for a missed appointment. If we do not keep an appointment, you will not be charged for this appointment. In addition you may claim either (a) a fixed amount of £10; or (b) £25 off your next Broadband Install, BT Home IT Support Visit
8. Charges for each service are in the Price Terms.
9. In order to receive this service you will need to meet the requirements set out online at www.bt.com/broadbandinstall and specifically you must have a
 - a) fully working personal computer meeting the following minimum requirements:
 - i) Windows 2000, XP, Vista operating system or Mac OS 10.2; and
 - ii) Processor speed 233MHz or above; and
 - iii) 256MB RAM; and
 - iv) 200 MB available hard drive space; and
 - v) an available USB or ethernet or wireless port.
 - b) You must have an active Broadband connection if you require connection to the internet
 - c) You must have the necessary equipment needed to provide a wireless network in your home You may not be entitled to a refund if we are prevented from providing the service because you have been unable to meet the requirements set out above or if the requirement is excluded in paragraphs 1 and 14 of the Service Terms.
10. If you select Broadband Install you may not be entitled to a refund if we are prevented from providing the service because you have been unable to meet the requirements in paragraph 2 or if the requirement is excluded in paragraphs 4 and 24 of the Service Terms.

Our responsibility to you:

11. Unfortunately we cannot guarantee that we will be able to solve all problems reported by you or that we will be able to advise on all service related issues.
12. We are not responsible for
 - a) any failures in the supported applications and operating systems;
 - b) repair or replacement of any equipment that we diagnose as faulty during the service; or
 - c) your failure to correctly follow our advice and recommendations.
13. We recommend that you regularly back-up any stored data and store any application software discs.

Home IT Visit Price Terms:

1. All prices quoted for these services are inclusive of VAT except where stated.
2. You may select either a Broadband Install service or the Home IT Visit service, or both.
3. The following charges for BT Home IT Visit and Home IT Broadband Repair will apply as set out in Table 1 below.

Table 1.

BT Home IT Support, Visit Services	Charge	Note
BT Home IT Support - Visit, Wireless Setup	£90.00	See Note 1
BT Home IT Support - Visit, Computer Setup	£120.00	See Note 2
BT Home IT Support - Visit, Computer Health Check	£90.00	See Note 1
BT Home IT Support - Visit, General Help	£90.00	See Note 1
Charges for Additional Time, Home IT Support Visit		
Extra 30 mins (during normal service hours)	£30.00	per 30 mins or part 30 mins

Note 1 - This charge is based on the service taking one hour. Any additional time will be charged at the relevant rate for additional time

Note 2 - This charge is based on the service taking one and a half hours. Any additional time will be charged at the relevant rate for additional time

4. We may charge you if you miss an appointment. This will be the same as the first hour of the relevant BT Home IT Visit service.
5. Where we tell you that we are unable to provide the service at your address, your order will be cancelled and we will not charge you for the service.
6. There is no minimum period for any service.
7. If there are additional equipment and/or materials charges these will be notified to you by the engineer during the visit.

Full details of the service can be found at www.bt.com/shop/hits