

WLR3 PSTN Premium

Boasting fast, prioritised repair times, call divert capabilities, dedicated Service Management Centre support, access to tighter appointment slots and Named Engineer services, WLR3 PSTN Premium lines really do make business sense.

WLR3 PSTN Premium, with its inclusive in tariff benefits and reduced rate bolt on options, enables you to tailor your service offerings, to better meet business customer needs and expectations.

Product benefits

Complete peace of mind

Access to the Premium Business Helpdesk means when things you deem critical for your business go wrong, you will have access to a dedicated team of on-shore, WLR3 PSTN Premium service experts, who will case manage your concern through to resolution, helping you provide a better end customer service delivery experience.

Fast, prioritised repair or money back

We're committed to repairing Premium lines within two days. If we don't, for total loss of service, we'll pay you one month's line rental for every day or part of a day we don't fix a faulty line beyond 48 hours, plus a £2 rebate per fault per line. A six-hour fault repair option is available for an additional charge.

Never miss a call

Keep your end customers connected to their business with Smart Divert capability enabling diversion to any UK, fixed or mobile or 0800 number, plus some overseas numbers too. Divert to number can also be changed remotely.

Product features

In tariff features

Business 2 Plus

A Service Maintenance Level designed with business customers in mind, offering on the day prioritised repair, by end of Next Working Day.

Premium Business Helpdesk

Access to a dedicated team handling both provision and repair complex queries on a case by case basis. Open Monday to Saturday 8am–6pm.

Smart Divert

Allows diversion of calls to other numbers anywhere in the UK and some overseas destinations, mobile phones or 0800 numbers. Diverted to number can also be changed remotely to a 'follow me' option. The diverted part of the call is charged to the renter of the feature. The calling customer is only charged for the call to the dialled number.

Allotted provision time

Two hour's worth of engineering time is included within the connection price before additional TRC charges are triggered.

Termination type

The ability to select either NTE or Network Termination Point (e.g. NTTP, PBX Switch).

Reduced rate bolt on options

More Focused Appointments

An extension to the flexible appointment portfolio, helping minimise disruption to businesses during their peak times, with access to tighter appointments. Late morning appointments from 10am–12noon and early afternoon appointment slot from 2pm–4pm, available Monday-Friday.

Named Engineer

Providing certainty of the identity of the engineer that will attend the appointment slot, 48 hours in advance.

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