

LIFT and ALARM LINES

Service Description (Business)

Dedicated Service

Lift and alarm lines provide a dedicated service for your home or business to give you peace of mind that your business and customers remain safe.

Both lift and alarm lines provide customers with a line that is dedicated to one telephone number, so should the alarm be raised, or a lift be at fault, your dedicated security company or chosen contact will be alerted. As standard, this service also gives customers outgoing call barring, meaning you can be sure this line will only be used in an emergency, and will never be in use.

Once moved to fibre, all these lines will be provided with a Battery Backup unit free of charge. The Optical Network Terminating unit (ONT) will be provisioned with mains powered Battery Backup, and in the event of a power outage, the Battery Backup will power the ONT for a minimum of 1 hour.

Quality assured

All lift and alarm lines are entitled to one free engineer visit per year to check the Battery Backup unit is still in optimum working order. To book your free annual Battery Backup check, please call our **JT Business Solutions team** on **882345** and they will schedule your annual visit.

Lift and alarm lines also benefit from an enhanced engineer response time, should a fault occur on a lift or alarm line, with an engineer visiting your property within 24 hours after the fault has been reported to JT.

Keeping your business safe doesn't have to be expensive

Lift and alarm lines start from just £19.99 per month with all the above included as standard.

JT can tailor your package to your business' individual needs, with additional care packages available at further costs. Please contact the JT Business Solutions team on 882 345 to make further inquiries.





FAQ's

The BBU is alarming but I still have power?

This means it has switched to battery power. Check that the unit is still connected to the mains power and is switched on. If the unit is plugged in and switched on, but the alarm continues, this could mean there's a problem with the unit. Please contact the JT Business Solutions team on **882345**

Can I silence the alarm to stop it beeping?

You can silence the audible alarm using the mute button. Press and hold the button to temporarily silence or re-enable the alarm sounds. An orange light will flash to indicate the mute is on.

I've pushed the Cold Start button and nothing has happened.

The battery is completely flat.

Who do I contact for assistance?

If you experience any problems with your BBU please call the JT Business Solutions team on **882345** and a customer service advisor will be able to assist you.



For more information, please contact our Business Solutions Team:

T +44 (0)1534 882345

E business.solutions@jtglobal.com

W www.jtglobal.com/security

 @jt_business  JT Group Limited