



Priority Service Club Terms and conditions

Last updated 23 June 2022

1. What is Priority Service Club?

- Priority Service Club is an add on service with a range of benefits such as proactive line monitoring, accelerated service support and exclusive membership in our User Groups.

2. Is Priority Service Club available with any Zen Package?

- Priority Service Club is available for all Zen packages excluding Leased Line or Ethernet packages due to conflicting support and monitoring requirements.

3. What features does Priority Service Club Support?

- Priority Service Club includes;

Feature
Proactive line management – we will notify you if something goes wrong and will work on the fix within 15 minutes of identifying the fault during our Technical Support opening hours.
Priority phone line – you have access to a VIP phone line which means access to a dedicated support team for Priority Service Club customers.
Escalated Technical Support – you'll be prioritised for support escalation should there be an issue with your service
Enrol into our Priority Customer Community – have insight into our proposition development and share your opinion in our customer forum groups

4. What times does the Priority Service Club cover?

- During our Technical Support opening hours which can be found here <https://www.zen.co.uk/contact-us>, lines will be monitored continually and faults will be proactively escalated for fix. Please note there are some differences in opening hours across our different teams, more details can be found on our website.

5. What should I expect as a Priority Service Club customer?

- Should we find what appears to be a fault, we'll do our best to contact you within 15 minutes of the circuit alerting us (during our Technical Support opening hours). We'll contact you by phone initially, but if we are unable to speak to you, we will leave an answerphone message and follow up by email while we continue to investigate the issue.
- The issue will receive priority management within our Technical Support systems. If a third party is needed to resolve a fault, e.g., an Openreach engineer, then the fault will be resolved in line with the care level ordered by the customer

- Exclusions apply to a mass outage on our Zen network. Should this occur, customers will be able to find more information on

6. What's included in the escalated Technical Support?

- Priority call access with a dedicated team supporting with Technical Support, Provisioning and Billing.
- Proactive line monitoring and outbound when fault spotted operating during the Technical Support opening hours.
- Escalated Zen Support access with a dedicated phone line provided as part of the Priority Service Club which means prioritised access to our Technical Support team, shorter waiting times and escalated progress through our problem resolution when you call the dedicated telephone number.
- Whilst we can't guarantee to expedite or acceleration of infrastructure faults where we are reliant on the infrastructure network provider to resolve for example Openreach), we will work to escalate these at the earliest opportunity to ensure faults are resolved as quickly as possible. You will be kept informed throughout this process.
- A diagnostic Health Check within 1 week of your Priority Service Club going live or within 1 week of your broadband service going live our Technical Support Team will run a range of diagnostic checks to ensure your line is operating efficiently and effectively. They will be in touch by phone or by email to discuss any outcome or recommendations they have regarding your service.

7. What's the contract period for Priority Service Club?

- This is a rolling monthly contract

8. Exclusions

- Ethernet connections are excluded from Priority Service Club as cannot be supported by our service proposition
- Customers who regularly switch off their router connection will not be able to access Priority Service Club proactive management due to the fact that every time the router disconnects, it will trigger proactive outbound alerts.

9. Withdrawal of Priority Service Club

- We retain the right to withdraw this service at any point with 30 days' notice provided to service holders.

10. Standard terms

Our standard terms and conditions apply in addition to these terms, which you can find here <https://www.zen.co.uk/standard-terms-conditions>.