



Street Hubs maintenance plan



Noise management

For detail on our noise management please refer to our specific *Noise Management Plan*.

Anti-Social behaviour management

For detail on our anti-social behaviour management, including call management and blocking, please refer to our specific *Anti-Social Behaviour Management Plan*.

Light levels

Our Street Hub 2.0 units include an automated dimming feature. Screens are automatically dimmed down to 600cd/m2, between dusk and dawn, in accordance with guidelines from Institute of Lighting Professionals, Professional Lighting Guide 05: The Brightness of Illuminated Advertisements. Our state-of-the-art LED-backlit LCD screens also come with reduced glare.

Fault detection and action

There are four ways faults are reported:

1. Remote diagnostics (if unit is offline, Wi-Fi shows alerts, tilt sensor activated, internal computers show alerts)
2. Our cleaning team spot a problem and report it
3. An employee spots a problem and reports it
4. A member of the public spots a problem and reports it (via the 'Report a Problem' app on the tablet)

How are they then actioned?

Faults are managed and resolved by our helpdesk team.

For all technical faults a ticket will be raised within 1 business day, and we aim to repair by 3 business days. For physically damaged units, we'll make the unit safe within 6 hours. Repair works will be carried out as soon as possible after that.

Technical issues (like display screen failures and graffiti) should be reported to streethub@bt.com.

If you can't send us an email, give our helpline desk a call. We're open 24/7 and you can call us at: 0800 389 0917.

Routine inspection

Inspection regimes

Our Street Hubs are visited every two weeks for cleaning. Whilst cleaners are on site, they check for damage and ensure the tablets and screens are working as they should be. Our in-field quality inspection teams visit at least every two weeks on an alternative schedule to our cleaning team, performing several checks including (but not limited to):

- Full walk-around with supporting photos to check for damage, graffiti and black screens
- Functionality checks on the tablet to test calls, maps, 999 and USB charging.

We can also send out high priority visits if reported as necessary by internal sensors.

Electrical safety

In line with 18th edition regulations, periodic checks are carried out on the units on an annual basis.

Further information

We're committed to ensuring our Street Hubs provide the best possible experience for the public, businesses and wider communities. And we'll continue to do this in partnership with local councils, police forces and community representatives.

For more information or if you'd like to make an enquiry, you can contact us at:
streethub@bt.com



Offices Worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

© British Telecommunications plc 2021. Registered office: 81 Newgate Street, London EC1A 7AJ. Registered in England No. 1800000.

October 2021