



Queue jumpers welcome

We're rolling out the red carpet for Sky Protect Plus customers. Simply call us before 4pm and we aim to get a Sky engineer to you the very next day*.

Need to book a priority engineer visit?
Just call

0800 597 8531**

Sky Protect

Provided by  Domestic & General



Take centre stage with Sky Protect Plus

Get the VIP treatment with exclusive access to next-day priority slots when you book a Sky engineer.* On top of that you'll benefit from our Service Pledge for your core Sky equipment.

How the Service Pledge works

Call us before 4pm to report a problem, and we aim to repair or replace your Sky box(es), dish, LNB, cabling or Sky router the very next day. If we can't offer you an engineer slot or you're still without entertainment after the pledged time, we'll refund you a week's worth of your Sky subscription. Please read your terms and conditions carefully, as they contain full information about the Service Pledge.

What's excluded

The Service Pledge won't apply if you turn down an engineer slot offered to you for the next day or you are not at home for an agreed visit. Bank and public holidays are not included when calculating the pledge period.

Got any questions or need to book an engineer?

Just call

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* Excludes North Highlands and Islands, special heights and premises difficult to access safely.

** Calls may be recorded and monitored for quality and training purposes. Lines open 8am – 11pm, 7 days a week.

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