

ISSUE 9

SUMMER 05



# PARTNER**PLUS**

THE NEWSLETTER OF GAMMA TELECOM

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Welcome to the Summer edition of the Gamma Newsletter. Lots going on since we last wrote to you. In this month's edition, we are updating you on product improvements, service enhancements and an Ofcom initiative to improve Resellers Sales and marketing practices.

### Improving your Portal

Gamma is committed to staying ahead of the competition and we firmly believe the Portal helps us do that. Our regular internal Service Review meetings, continuous improvement programmes, and customer feedback help us shape a service to your suit your requirements. Wednesday 6th July saw Portal release 3.2. This upgrade will see the following enhancements:

**NTS Allocation Removal** – allows Partners to place unwanted NTS number allocations back into the unreserved pool and control utilisation ratio.

**Benefit?** More effective NTS number management providing more choice of NTS numbers to all Partners.

**Portal Feedback Form** – formal area for Partners to express opinions about the Portal /Gamma service. Comments and suggestions on the Portal's performance and functionality are fed back into a continuous improvement programme.

**Benefit?** Partner will see the benefit in future releases.

**Customer Care Screen Update** – The 'fault nature' and 'fault symptoms' text boxes have now been increased to allow more characters.

**Benefit?** Allows Partners to enter more detailed information about a fault. This will help the Gamma's Front Desk in diagnosing the problem more quickly.

#### Improved Partner Information

Partners will have now access to all of Gamma's service guides, product brochures and presentations. Partners who use Gamma's 118 Call Barring service will now have the ability to view whether their customer has these calls barred on the Portal. Please speak to your BDS to enquire about 118 call barring.





## Product Updates

### Wholesale Line Rental – more support based on your feedback

Gamma has recently conducted a complete review of the Line Rental product, taking into consideration our Partner's opinions from the recent questionnaire. The review particularly focussed on the complexities of provisioning.

With many thanks to those who helped complete the questionnaires.

### Improved Line Rental Services Support

In order to provide a better level support, with a sharper focus, we have introduced a dedicated Line Rental Sales Support Team and have re-defined the responsibilities of all the Gamma Support Teams that deal with Line Rental Products and Services. The Line Rental Sales Support Team, will focus on pre-sales support, training and product queries.

#### Their responsibilities include:

- Product queries and pre-sales solutions, e.g. how does my customer move premises and keep the same number? Which divert options are available for ISDN30 installations?
- Comprehensive training on product and processes – e.g. how much lead time should I give for 10 analogue new provisions?
- Industry and regulatory representation Order Management Desk – Improved SLAs Gamma's focus on Quality means that we always strive to improve service levels to our Partners.

One way we can do this is to provide a Service Level Agreement for all incoming queries and rejected orders dealt with by the Order Management Desk (OMD). The following SLAs now apply from Monday 11th July – please note you will now need to email your queries to the desk:

- Rejected orders - the OMD will deal with most types of rejections (see below). If further info is required, the OMD will contact you within 1 working day. Once you have responded the OMD will re-submit the order within 2 working days, typically sooner.
- General queries – responded to within a 2 working day SLA, typically sooner. You will receive a query reference number.
- Urgent queries will be responded to within 2 hours. Please insert "Urgent" in the subject line of your email or make it known when you call in.

We feel this will make the OMD operate more efficiently, enabling the desk to prioritise their workloads and provide improved response times overall.

### Easier Provisioning from August

BT Wholesale will release WLR version 14 in late August 2005. This will see make the ordering process much simpler as all line types can be placed using the Like-4-Like order type. Please lookout for further bulletins.



### Broadband – lower priced business version

Launching at the end of August is a new range of Gamma Business Broadband with lower pricing and similar features to the existing service. The additional service is called “8 to 6” and new prices will be available soon. This new range will be particularly competitive at 2meg speeds.

In addition to this service, we are also introducing

- Reduced term contracts, to 30 days from 12 months
- 1 free fixed ip address for all 20:1 contention services
- Wireless routers as well as wired routers  
A“wires only” service with no bundled e mail at a reduced price

**For more details – talk to your BDM’s.**

### September Customer workshops – Helpdesk, Services, and Processes

Back In February & March 2004 Gamma Telecom ran two Customer Workshops. The first was in the Gamma Telecom facility in Harbour Exchange and the second in Trafford Park facility in Manchester. These workshops were intended to introduce the Resellers Community to Gamma Telecom personnel, systems and processes. The feedback from those who attended was very positive and many of the current Gamma Portal facilities & Service processes resulted from the Workshops.

As a result we are running

**Objectives** – The agenda will include time to meet and greet, discuss positives and negatives of Gamma products & services & present the Gamma Road Map. As per the 2004 Workshop,

Customers will have direct access to effective representatives from all of the various areas within Gamma Telecom to ensure all questions are answered.

**Benefits** – The benefits are by intention two-way. Both Customers & Gamma Telecom gain through mutual understanding of needs and matching expectations to service provision. Customers will through attendance be able to help fashion how Gamma Telecom operates and consequently ensure that products and services requirements are met.

### Extended Hours to support our customers

The Front Desk extended working day to 08.00 to 22.00 Monday to Friday has commenced from 27th June. Also it is intended to introduce 08.00 to 18.00 on Saturday & Sunday & National Bank Holidays commencing from the beginning of August. This will ensure that fault reporting after business hours is consistently managed and our customers benefit from this additional investment.

### We’re moving !!

October will see the Newbury office move from its current location to a bigger better office – across the car park !! The new site will increase our floor space threefold to cope with continued growth and also have additional meeting facilities to hold smaller Reseller events.