

Your guide to changing your telecommunications supplier

Changing your telecommunications provider may sound a bit drastic – you may think this involves technical changes to your lines at your premises or on the BT network and that moving from BT Retail may mean a less reliable service – we can assure you *it doesn't*.

The simple fact is, moving to Class Telecommunications does not alter how you are connected to the Public Telephone Network nor does it change how your connectivity is maintained.

So what does it mean?

As part of Ofcom's objective to increase competition and further deregulate the telecoms industry, BT has effectively been split into two separate organisations – BT Retail and BT Wholesale.

BT Wholesale controls the network infrastructure, engineering and technical support and provides these services and facilities on a wholesale basis to service providers like Class Telecommunications and of course BT Retail. As such we are able to receive and acquire services from BT Wholesale in exactly the same way as BT Retail do and offer these direct to you. The only difference for you as the customer by moving service provider is how much you pay and who your point of contact is for the service you receive.

It remains BT Wholesale's responsibility to maintain and operate the network and they provide exactly the same guaranteed service level agreements to all service providers. Our guaranteed service level to you as the customer exactly matches that of BT Retail. Where we promise to make a real positive difference is in ensuring you can always talk to us directly on any issue regarding your existing service and by offering a whole range of additional services to improve the way you work. What's more, we will charge you considerably less than you currently pay.

Indeed, the all-round benefits of using Class Telecommunications as an alternative to BT Retail are so clear, and the process of the change so straightforward, that those who have made the move say they would never go back.

For one thing, by changing to Class Telecommunications you gain access to the wealth of experience and expertise accumulated within the business since it was founded in 1989. For another, Class is very protective of its status as the Approved Provider for the members and associates of the National Councils for Voluntary Organisations in England, Scotland and Wales.

Class has given its strong commitment to the voluntary sector since 1998 and views its role as entirely customer facing in an industry not known for its customer service skills. To this end, Class maintains extremely high levels of customer service and support for organisations of all sizes, there is a "real" person available to answer customer concerns 24 hours a day, 7 days a week, 365 days of the year.

Perhaps then it is not so surprising that today some 1500 voluntary and commercial organisations use Class Telecommunications for their telephony.

The main difference you will notice, apart from the cost reduction, is just how much better it is to work with Class.

For many voluntary organisations the control of expenditure has become increasingly important and our customers have been able to save substantially by working with us.

We will help you to develop tighter control on expenditure and usage by providing proactive account management backed up by monthly reports with meaningful statistics to enable you to take effective action on operational issues.

You will also benefit from excellent, professional and free of charge advice on the latest technologies and alternatives. In everything we do you will experience a professional, flexible, fully committed and friendly company with which to work.

How we ensure the transfer of your service is problem-free

Class is able to migrate all existing analogue, ISDN lines and network services through our contractual arrangements with BT Wholesale.

The process of transferring a line from BT Retail to Class is essentially an administrative change on BT Wholesale's system. Therefore, there is no requirement for any technical changes to your lines, equipment or infrastructure.

Direct access into BT Wholesale's automated provisioning system allows us to implement line transfers, arrange new installations and add and change services as required. We have full visibility and instant access to monitor the status on all orders and a dedicated account management team at BT to support us on a day-to-day basis.

Efficient implementation and continuous quality support

The Class Customer Service Team will keep you fully informed of progress and will be your single point of contact for all your service requirements.

You also have the reassurance of always being able to contact our 24/7/365 Technical Support Service Helpline for all fixed line and Broadband services.

Our fixed line fault management service is co-ordinated with BT Wholesale via their customised eCoRepair system, a web based diagnostic facility that allows line faults to be identified and logged, and their repair progress tracked by us, electronically.

This facility includes a 2-way messaging feature allowing us to request more detailed information or pass new information back to BT and we can view online updates to our fault reports. If any fault repair requires the services of an engineer we arrange this for you, and remain as your single point of contact throughout the entire correction process. Premium levels of 24-hour care with guaranteed short response times are also available.

Project planning

A detailed project plan supports and underpins the transfer of Fixed Line Rental and Calls from BT Retail to Class Telecommunications:

We divide the transfer process into 2 stages:

1) Information gathering and service confirmation

At the outset we require a copy of your BT bill for each of the telephone numbers that are to be transferred. We require these bills so we can, accurately and completely, arrange the transfer of your existing line rental along with any Select services and maintenance options that you may have previously chosen.

Our Billing team will request confirmation as to how your account is to be set up for monthly processing by us. Your options include:

- ◆ Billing formats - paper, disk, email, web
- ◆ Levels of call detail and itemisation
- ◆ Payment methods – direct debit, BACS, cheque
- ◆ Financial contacts names and addresses
- ◆ Subsite and homemaker details to enable billing subsections and cost centre subtotals.
- ◆ A single consolidated bill or multiple site invoices, replica bills – including information copies that can be sent by us to designated sub-sites

2) Order monitoring and completion

Daily, automated reports are run through our order processing systems to check on live dates, migration dates, and completion dates.

Confirmation letters are sent to you with completion dates for fixed line transfers. If you have requested Broadband service, our automated email system advises the nominated end users on the progress of their ADSL installation or migration.

Typically the entire process takes a maximum of 45 days, and is often completed more quickly, 15 days on average.

Keeping your staff informed

In addition you will also receive written notification from BT Retail on your impending transfer. There is no need to respond to or acknowledge this notice. However, we recommend you communicate appropriately to all staff and concerned contacts within your organisation regarding the transfers that you have requested to Class Telecommunications. This will avoid any possible confusion with these notices.

Service reviews

As a Class customer you can expect to be kept up to date and in touch with general service reviews including billing, customer service, pricing, fault management, technical support and advice – and updates on new products and services to benefit your organisation.

We already help over 1500 voluntary and commercial organisations. See what just a few of them have to say:

“Saving money is important to us as it is for all charities. Class Telecommunications enable us to achieve this with both our telephone calls and line rental. The service we receive from them is very satisfactory and the way in which their bills are presented saves us a considerable amount of administration time too.”

Sally Halsey, Facilities & Purchasing manager, VSO (Voluntary Service Overseas)

“Once we knew how much Class would save us on our telephone calls it didn’t take very long to organise the changeover. The transfer from BT has been simple, and the opportunity to save even more money by including line rental at our various office locations will help us even more. The service and support we receive from Class is also very friendly and efficient so I’m pleased we made the move.”

Janis Roberson, Office & IT Telecoms Manager, Rainbow Trust Children’s Charity

“Working with the team at Class we have realised substantial discounts on our line rental and calls, both landline and mobile. In addition, the searchable billing files we are provided with monthly have enabled us to identify the small number of calls that were not related to our business, improving our control. We recommend Class to any organisation looking to access savings and, almost as importantly, great service from their telecoms provider.”

Jon Argent, Chief Executive, Halo Leisure