

WHY WE ARE DOING THIS

We are aiming to improve the service to you on newly provisioned circuits and provide a dedicated team that can deal with, identification, loop checks, alarm check and circuit designation/routing confirmation.

You will see a change to eCo repair that will affect how you can use the system. To enable us to deal on the ELF helpdesk you will not be able to raise a fault or apply circuit loops direct on eCo Repair if the circuit has been provided within the previous 28 days. After this time your use of the eCo Repair system is unaffected.

If you call our Repair teams they will tell you that a fault already exists on this cct and is being monitored for 28 days after BT completion/delivery date.

This is necessary to enable the ELF helpdesk to deal with any problems.

BENEFITS

With improved diagnostic skills available to the Provisioning teams on the ELF helpdesk, this will enable us to resolve the problem at the first point of contact and arrange engineers to deal with the problem if it is proven to be a BT fault.

This will also enable us to provide co operation with your service people and resolve problems without the delay of a Hard fault being raised.

Another benefit is that it can save abortive visit charges to yourselves where faults or problems are subsequently identified to customers own equipment.

We hope that you will support us in this initiative and enable us to provide a more effective front end service to you.

We are also working on further initiatives that will improve your customer experience with BT Wholesale and make us your number one choice.

If you have any queries then please call your Service Liaison Manager or one of the people listed below.

Ian Goulcher

Service Manager Wolverhampton CMC 0800 672176 Option 1

Simon Warren

Service Manager Gatwick CMC 0800 616702 Option 4

Neil Sayce

Team Leader Wolverhampton CMC 0800 672176 Option 1

Jay Patel

Service Manager Wolverhampton CMC 0800 672176 Option 1

Bob Page

Service Manager Gatwick CMC 0800 616702 Option 4

PROVISIONING HELPDESK EARLY LIFE FAILURES (ELF) – CUSTOMER IMPROVEMENT PROJECT, RIGHT FIRST TIME

The Early Life Failure Helpdesk (ELF Team) is set up to improve the handover of completed circuits (up to 2Meg) to customer's and to assist in the confirmation of circuit routing and identification. These Helpdesks are located within Wolverhampton and Gatwick CMC's and have been in existence for some time. We are now making changes to these in order to improve this service to you in line with our Right First Time approach.

As a result the following is now in place as a trial in order to provide these improvements.

The ELF team will deal with your enquiries on all newly provided circuits up to 30 days after BT completion/delivery date or any circuit that is deemed Dead on arrival to yourselves up to 60 days.

Your standard Repair process after this time is unaffected and you should contact your dedicated Repair centre as normal.

CONTACTING US

The contact details and opening hours are as follows:

WOLVERHAMPTON CMC

0800 672176 Option 7 (Mon – Fri 08:30 – 17:00)

GATWICK CMC

0800 7834794 option 2 (Mon – Fri 08:30 – 17:00)

These times are currently under review.

If you require URGENT co-operation outside of these hours then please call your dedicated customer repair line as at present, where our Repair reception team's will be able to deal.