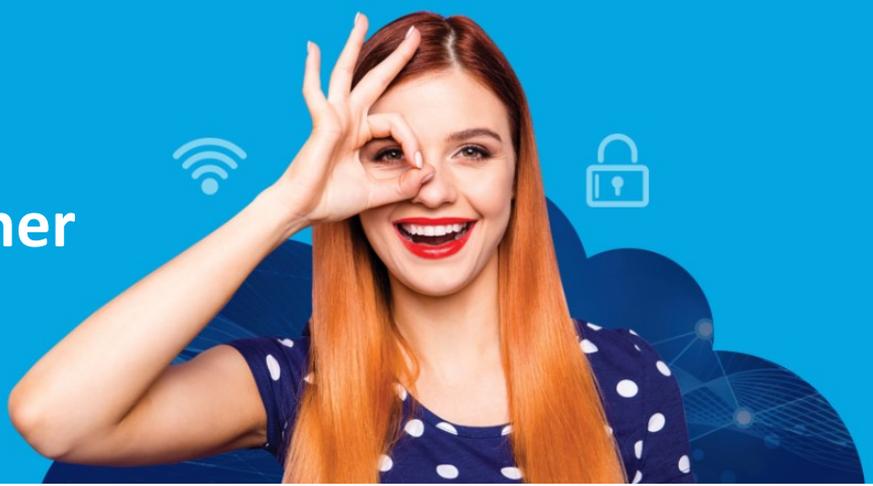


We are changing to improve your customer experience!



Here is your new support team

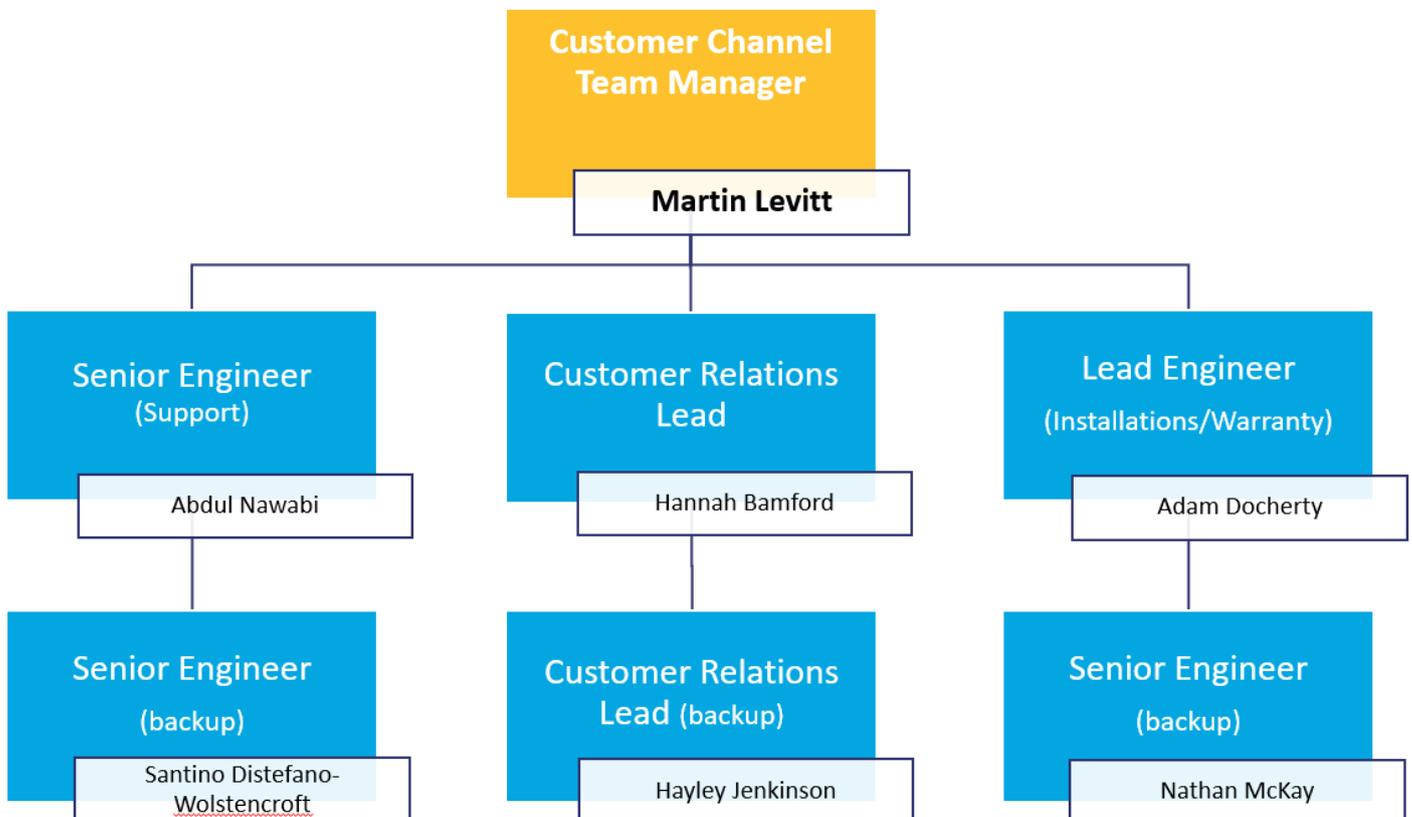
We have developed your dedicated customer support team focused on building a best in class customer experience for your organisation, underpinned by outstanding technical expertise.

We have designed a cross functional team who will work together to continually improve customer experience and ensure a prompt and speedy service:

- A dedicated team to service provisioning, support installs and provide technical support
- Clear communication lines with dedicated direct lines to the team
- Personalised customer support tailored to your needs
- Management escalation to resolve issues

Please see your new customer support team below (effective from 12th September 2019), with dedicated people owning your account from an after sales perspective:

For contact details, please see page 2.



Customer Support Contact Details

Account Management Support	Hannah Bamford
partner@schoolsbbroadband.co.uk	01133 230802
Technical Support	Abdul Nawabi
partnersupport@schoolsbbroadband.co.uk	01133 230803
Installation, Migration and Post Installation Warranty Escalation	Adam Docherty
	01133 230804
Management Escalation	Martin Levitt
	01133 230814
	martin.levitt@talk-straight.com
Partner Programme Manager	John Standhaven
	07540 792986
	john.standhaven@talk-straight.com

Roles and Responsibilities

- **Customer Relations Lead** - After sales customer engagement, Project management, Service provisioning, Billing, and leading customer experience improvements
- **Senior Engineer** - Project management, Installations, and expert Technical support
- **Channel Manager** - Customer escalations

Each of your primary contacts will have a back-up engineer to ensure that all correspondence is dealt with in a timely manner.

Please do not hesitate to contact me should you have any questions.

Angela Thompson

Operations Manager

angela.thompson@talk-straight.com



3 x ISPA Award
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