

BRIEFING BILLING

Consolidation of BT Wholesale Billing activities Briefing Reference 013-11

IMPACT MATRIX		
END USER	CP	SYSTEMS
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Dots in the sections above are a guide to briefing impact

In response to specific feedback received through our customer satisfaction programme I am delighted to give you advanced warning of an enhancement to our billing service. As part of our drive to enhance service levels to our customers we are planning to migrate responsibility for all customer facing billing activities to our established BT Wholesale Billing Team.

This means that over the next few weeks you will experience some changes to the way your Retail billing accounts are handled:

- Consolidation of all BTR Retail, BTW Wholesale and Openreach credit management activities into a single site, regardless of product.
- Consistent escalation path for all billing issues.
- Simplified billing experience for our customers.
- Improved and faster query resolution.

This transition will be managed by your BT Wholesale Billing team and your dedicated Billing Customer manager will be in touch with you very soon to take you through the new process.

Once again thank you for your support

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