

# BRIEFING

## INDUSTRY ENGAGEMENT

### BRINGING CUSTOMERS AND BT WHOLESALERS TOGETHER

## eServices webcall - 23rd July 2010 - invite & details for registration

### Briefing Reference 012-10

Please join our webcall on eServices on 23rd July - full details, including the registration link, are below.

Our eServices improvement programme will implement a number of incremental steps in line with our customer priorities. This will deliver a comprehensive and easy to use set of e-business interactions. The ultimate goal will be to allow customers to perform all key interactions with BT Wholesale via a common self serve channel. We have already started to implement improvements in some areas and will give you details on the call. Most of all we are keen to understand your priorities in this area.

Join our webcall to find out more about the programme, the improvement initiatives that are underway, how they will help you and how you can be engaged, to ensure we meet your priorities.

The webcall is on **Friday 23rd July 2010**, starting at **10.00am for one hour**. You can register for the webcall by clicking on the link below\*

<https://cossprereg.btc.com/prereg/key.process?key=P4TF9M6AT>

On the webcall we'll cover:

- The eServices programme and what it covers
- Brief summaries of the various improvement initiatives and how you can get involved
- Our current focus areas
- Understanding your priorities for future focus areas
- Q&A session

We look forward to welcoming you on the call.

**\* Once you have registered, you will be provided with the information you need to join the conference, including dial-in numbers and passcodes. Be sure to save this information to your calendar or print this information. If you have any problems please email [helen.nurse@bt.com](mailto:helen.nurse@bt.com)**

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