

**account management service:
one of the most important aspects of the service we offer**

uecomm customer service

Uecomm views customer service and dedicated Account Management as one of the most important aspects of the service we offer.

Our first rate Account Management team, supported by an industry leading Network Operations Centre and online customer portal, allows us to provide resources to you that support the solutions we offer.

Our Account Managers are the guardians of our customer relationships, co-ordinating the deployment of corporate-wide resources to provide comprehensive product, service and solutions. We are totally committed to ensuring customer satisfaction and constantly strive to improve and challenge ourselves in all aspects of what we do.

In a practical sense, the goal of the Account Management team is to assist you in maximising your investment on your network to improve the efficiency of your business and to assist in connecting your business for improved productivity.

We believe that account service needs to be consistent. We consult with you to design a suitable Account Management plan that includes:

- Regular service review meetings
- Clearly articulated account plans
- Billing resolution
- Working with the Network Operations Centre on network and fault management
- Rapid turnaround time on quotes.

network operations centre

Qualified engineers and network-technology specialists form the Uecomm Network Operations Centre (NOC), answering and actioning customer calls 24/7.

85 per cent of reported faults are fixed by the person who answered the call.

Our NOC offers a single point of contact for all operations, maintenance and network management issues associated with our customers' services. Our aim is to provide exceptional customer service by reducing customer downtime through proactive maintenance and monitoring.

uecomm's online customer portal

Uecomm's secure customer portal provides access to information about the services you have with us. We call our portal **clip**.

clip is an acronym for customer library and information portal – whatever information you need in relation to your Uecomm account or services is at your fingertips on **clip**.

Depending on the page, there could be a series of related boxes (called portlets) on each page that provide more detailed information. For example:

- **Billing** – search, view and export invoices and payment information as well as view your account summary including credit amounts, amounts due or uncleared invoices.
- **Order status** – shows orders in progress including new contracts, additional services, orders on hold and cancellations.
- **Services** – if you elect to receive Internet or Ethernet reports from Uecomm, you will be able to run them from this part of **clip**.
- **Contact** – all of the ways you can contact Uecomm can be found on this page, including details for your Account Manager and our Network Operations Centre.



account management service

Businesses demand a reliable carrier who can deliver their telecommunications needs today and in the future.

When you choose Uecomm as your telecommunications partner, you can be 100 per cent confident that you will be provided with world-class technology and responsive service you can depend on.

our solutions are driven by our customers' needs

Our products are built on one of the most advanced and reliable fibre networks in the world. We appreciate that dedicated Account Management, "easy to understand" products, pricing and excellence in customer service are amongst the most important decisions when choosing a telecommunications provider.

At Uecomm, our customers are of paramount importance, and it shows in the service and solutions we provide.

To ensure you're looked after, we provide access to our 24/7 Network Operations Centre, Account Managers, Product Specialists and Communications Consultants.

at uecomm, we take customer service seriously

We have developed this Accountability Model to ensure you always know who to contact throughout your relationship with us. Our Business Development Managers

and Account Managers are the custodians of customer relationships and always the first point of contact for managing your needs. We smoothly transition customers from our Business Development Manager to our Account Manager so that the

accountability for the customer relationship is always clear. Other Uecomm people will engage with customers throughout the various phases of our relationship.

Customers will be supplied contact details for their nominated representatives, who they are invited to contact directly to assist with specific issues relating to technical, commercial, implementation, billing or support issues.

These representatives are accountable to our customers for issues within their areas of expertise. Whether Uecomm is scoping your network requirements, proposing a solution, developing contracts,

implementing a network or operating and supporting a network you will always know who to contact.



business development manager (bdm)

Primary contact who will work with you to understand your requirements and provide a flexible solution to meet your needs



account manager (am)

Primary contact throughout your continuing relationship with Uecomm



communications consultant

Responsible for the technical design of the network solution matched to your requirements



commercial & legal

Responsible for drafting & negotiating T&Cs and commercials



customer implementation manager (cim)

Direct contact for the implementation of your network



network operations centre (noc)

Direct contact for service issues



billing & credit

Direct contact for billing & credit issues

scope

proposal

contract

implement

use

renew



Relationship Accountability



Operational Accountability