



Your Reseller Guide to Chess



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Welcome to Chess!

Welcome and congratulations on becoming a Chess Reseller!

I am pleased to present you with our guide to Chess.

So that you can fully understand Chess we recommend you read this guide in conjunction with our Blueprint for Success, which we will talk about later. Firstly, here's a bit of background about us.



Who is Chess?

Chess is one of the UK's leading technology solution providers, helping over 30,000 businesses grow through innovative technology and expert advice.

Relationships with all major UK networks and technical capabilities across Voice, Connect, Cloud and Digital allow us to design, deploy and support our customers to grow efficiently, work from anywhere, safeguard their businesses, and better connect with their customers.

Chess was founded in 1993 by David Pollock. It was named after his two eldest children Charlie and Jessica (he now has Tallulah too). Originally selling Gas, Electricity and Water Management devices "Smartflush", we soon moved into reselling Telecommunications, which has been our primary focus for growth. We did our first acquisition was in 2001 and have now completed over 100.

We have bought a range of complementary businesses adding capability and new products to our portfolio. Today, we have over 500 people, across 5 sites, with 30,000 customers, 600 partners and £120m+ turnover and sell a wide range of business solutions direct to customers or via partners.

Products and services cover telecommunications (Lines and Calls) Data Networking (broadband Ethernet and wide area networks), Cloud and fixed Phone Systems, ICT solutions, Mobile and software solutions ranging from eBillz (telecoms reseller billing platform) to bespoke solutions.



Our Vision

A Great Place to Work

Our aim is to be a Top 10 Sunday Times 100 Best Companies to Work For each year. We are currently number 2 and want to be the number 1.

We strive to have a minimum Glassdoor score of 4.5. We do our best to keep this benchmark low. We do this by constantly asking for open and honest feedback.

A Great Place to be a Customer

Our goal is to achieve a minimum Net Promoter Score (NPS) score of 4.9, which is the average for our sector (NPS is a standard way to measure customer engagement).

We also have a Customer Effort Score (CES) greater than 3.08, again the average for our sector (CES is a standard way to measure how easy we are to deal with).

If you want to know more about NPS and CES please visit:
www.netpromoter.com.

Chess will continue to grow through a combination of organic growth, acquisitions, and bringing in great people, new products and services to our capability, while focusing on cross selling these new products and services to our existing customers to generate organic growth.

chess® 

“a **great** place to work
a **great** place to be a customer”



Blueprint for Success

Our Culture

In 2005 we decided that if we continued growing as quickly as we were, we could easily lose track of the things that were great about Chess, so we decided to set out a plan for the kind of business we all wanted to be part of and write it down.

Over a period of 6 months working with Business Growth Consultant we took the whole business on a journey comprising workshops, surveys and feedback sessions which culminated in the publishing of our first Blueprint for Success. Over the years we have continued to engage with our people to refresh the Blueprint, however the fundamentals have not changed.

We update the photos of our people annually and during the Christmas holidays all our people are sent a new Blueprint in order to complete their Goals and Responsibilities page to start the new year with a fresh focus.

If you want to judge our business on who we want to be then the Blueprint is the place to go. If you want to better understand our Business Growth Journey, please read: Building the Pyramid by John Stein.

Our Blueprint sets out the way we live at Chess, it's who we are.

All our people use it at every opportunity: with suppliers, customers, in our recruitment and in 121s. It's an invaluable resource to help explain our business, but more importantly, we use it as a tool to ensure we remain true to the values laid out in it. Every employee can use the Blueprint to challenge the business and our leaders if they feel we are not living up to our values.

This is a good thing and happens regularly. It keeps us honest, empowers our people and creates the kind of workplace we can all be proud of.

Being listed for the last 8 years in the Sunday Times 100 Best Companies to Work For, 3rd in 2015, and 2nd in 2016 and 2017 is something we are immensely proud of and underlines the importance of our Blueprint to our Business and our People.



Critical Success Factors

Our Blueprint talks about Critical Success Factors. These are what we need to do to make sure we are successful. Let's talk about two of these: Customers and Relationships.

Customers

We put our Customers at the heart of everything we do and every decision we make. We have a wide range of business customers split into the following divisions:

Enterprise Corporate and Business

38,000 customers buying a range of business services. These comprise of 400 Enterprise customers, 2,600 Corporate and more than 35,000 small Business customers. £60M TURNOVER.

CyberSecurity

We currently have more than 1,200 customers and 14 partners. £16M TURNOVER.

Digital

50 Corporate customers buying bespoke software we have developed for them. £3M TURNOVER.

Wholesale

200 telecoms resellers buying services from Chess and then reselling them to their customers. £4M TURNOVER.

ebillz

250 telecoms resellers. £1.5M TURNOVER.

Mobile

250 mobile partners. £39M TURNOVER.



Relationships

We have strong relationships with our Customers, Resellers, Partners, Suppliers and our People.

Partners

We have over 600 partners who choose to introduce our products and services into their customers. Various parts of our business (Wholesale, eBillz, Mobile) are very dependent on these relationships for their continued survival and we have people specifically employed to keep these relationships on track. Partners usually get their rewards from Commission (where they receive a cash sum, either upfront or ongoing while their customer is using our service) or Resale where they buy the product or service directly from us and then add a margin to it and resell it on to their customers.

Suppliers

Due to our acquisitions strategy, we tend to have a large number of suppliers and we continuously focus this on a set of preferred suppliers who we know well and have a shared strategy. Our Commercial team owns these relationships; however, Finance, Service and sales teams will inevitably interact with our suppliers as we work with them to deliver great service.

Key suppliers are currently



BT Group (inc EE), Vodafone, O2, Dynmark, NFON, Unify, TalkTalk Business, Gamma, InvoSys, Microsoft, HP, Dell, Cisco, Nimble, VmWare, Samsung, Veam, Sophos, Iomart



Getting you Started

As a Reseller of Chess products, you have the ability to sell Chess services as white label. Chess will not have any visibility of your end user customer. That relationship belongs to you. You are our customer – we won't ever interfere with your customers. That also means that we can't speak to customers on your behalf. You have full authority of your account with Chess, and can make any changes you wish. You can place orders and manage faults yourself, without waiting for us. You'll place orders under your own RID (reseller Identification) code, and don't need to contact us at all if you don't want to.

There will sometimes be occasions when you need our assistance. Here are a few pointers:

- Once your paperwork is all signed, you'll be allocated a Business Development Manager (BDM). Their role is to help you grow your business. They will be your point of contact for any rate queries
- You will also have access to the Support team

Contact

03301025613 / resellers@chesspartner.co.uk



They are available to assist with any day-to-day issues or queries. Such as:

- If you forget your logins, we can help – unless you've forgotten the password to your Reseller Portal. You'll need to use the 'forgotten password' link on the portal login screen for that
- Order / order in query assistance
- There are occasions when you'll need to contact Openreach or Plusnet. We can't do this for you, but we can help with escalations
- Billing errors / queries
- Faults / faults in query
- Cease requests
- Anything else!

If you need to escalate an issue, please use the following framework:

Wholesale Support and Service Escalation Path

4 Hours	8 Hours	24 Hours	48 Hours
POD Lead	Team Leader	Head of Customer Service	Chief Operating Officer
Hannah Campbell	Helen Shemilt	Emma Stott	Steve Cox
hannahcampbell@chessICT.co.uk	helenshemilt@chessICT.co.uk	emmastott@chessICT.co.uk	stevecox@chessICT.co.uk
0330 102 5613	03301 598 036	03301 598 034	

Wholesale Sales escalation path

4 Hours	8 Hours	24 Hours	48 Hours
BDM	Wholesale Manager	Sales Director	MD
Matt Whitehead / Chloe Feist	Anita Wosket	Warren Pryer	Stephen Dracup
	anitawosket@chessict.co.uk	warrenpryer@chessict.co.uk	stephendracup@chessict.co.uk
	07841 558 881	07734 483 862	



Products

CPS – Carrier Pre-Select

- This service allows you to take over the billing for a customer's outbound calls
 - You can choose whether to bill this via TalkTalk Business (TTB) or BT Wholesale (see your rate card for further information)
 - Provisioned via Reseller Portal
-

SAL – Single Analogue Line

- A standard telephone line, controlled by one telephone number
- Capable of making or taking one call at a time
- The only type of line that can carry Broadband
- Can also be used to carry Fax, card machines (PDQ) and alarm lines
- Available via BT or TTB
- Provisioned via WLR3 (SI) or Reseller Portal for TTB





MAL/ML – Multi Analogue Line

- Multiple lines, capable of making or taking multiple simultaneous calls.
 - Controlled by one telephone number
 - Lines can be used independently with analogue handset plugged directly in
 - Can also add a small Telephone System to enable internal call transferring
 - Available via BT only
 - Provisioned via WLR3 (SI)
-

ISDN2 – Integrated Services Digital Network

- Pairs of digital lines (channels)
 - Each channel is capable of making or taking one call at a time
 - Can increase system capacity by adding more pairs
 - Cannot be used independently – must have a Telephone System
 - Can add numbers to be assigned to individuals or departments (DDIs – Direct Dial Inbound)
 - Available via BT only
 - Provisioned via WLR3 (SI)
-

ISDN30 – Integrated Services Digital Network

- As above, but with a minimum of 8 channels, maximum of 30 per circuit
 - Available via BT only
 - Provisioned via WLR3 (SI)
-

Fraud Monitor

- Fraud Monitor keeps a close eye on your customer's account and alerts them via phone or email if it spots any unusual activity
- Calls monitored 24/7 by our dedicated system
- Immediately contact when we spot any suspicious activity, while setting up a call barring service to stop any further charges
- Your customers notified of spikes in traffic
- Cost effective when you consider the implications of your customers being hit with fraud



ADSL – Asymmetric Digital Subscriber Line

- Standard broadband
 - Bandwidth up to 20Mb down, up to 1Mb up
 - Must have a micro filter to separate voice and data
 - Available via Plusnet, KCOM, and Vodafone
 - Plusnet provisioned via Plusnet Portal, all others via Reseller Portal
-

LLU – Local Loop Unbundling

- ADSL run by a line operator other than BT (in this case, TTB)
 - Uses TTB equipment in the exchange
 - Takes line off BT's network
 - Line, calls, and broadband will all move over
 - Also called MPF (Metallic Path Facility)
 - Available via TTB only
 - Provisioned via Reseller Portal
-

FTTC – Fibre to the Cabinet

- Superfast broadband
 - Up to 80Mb down, 20Mb up
 - Copper to the premises, fibre between exchange and cabinet
 - Available via TTB and Eclipse
 - Provisioned via Reseller Portal
-

NGN – Non-Geographic Numbers

- Virtual 08/03 numbers
- Targeted to fixed line or mobile
- Rebates can be earned from 0844 / 0871
- Can add intelligent routing i.e. auto-attendant, Fax-to-email
- Available via Invosys
- Provisioned via Invosys Portal



Area Call

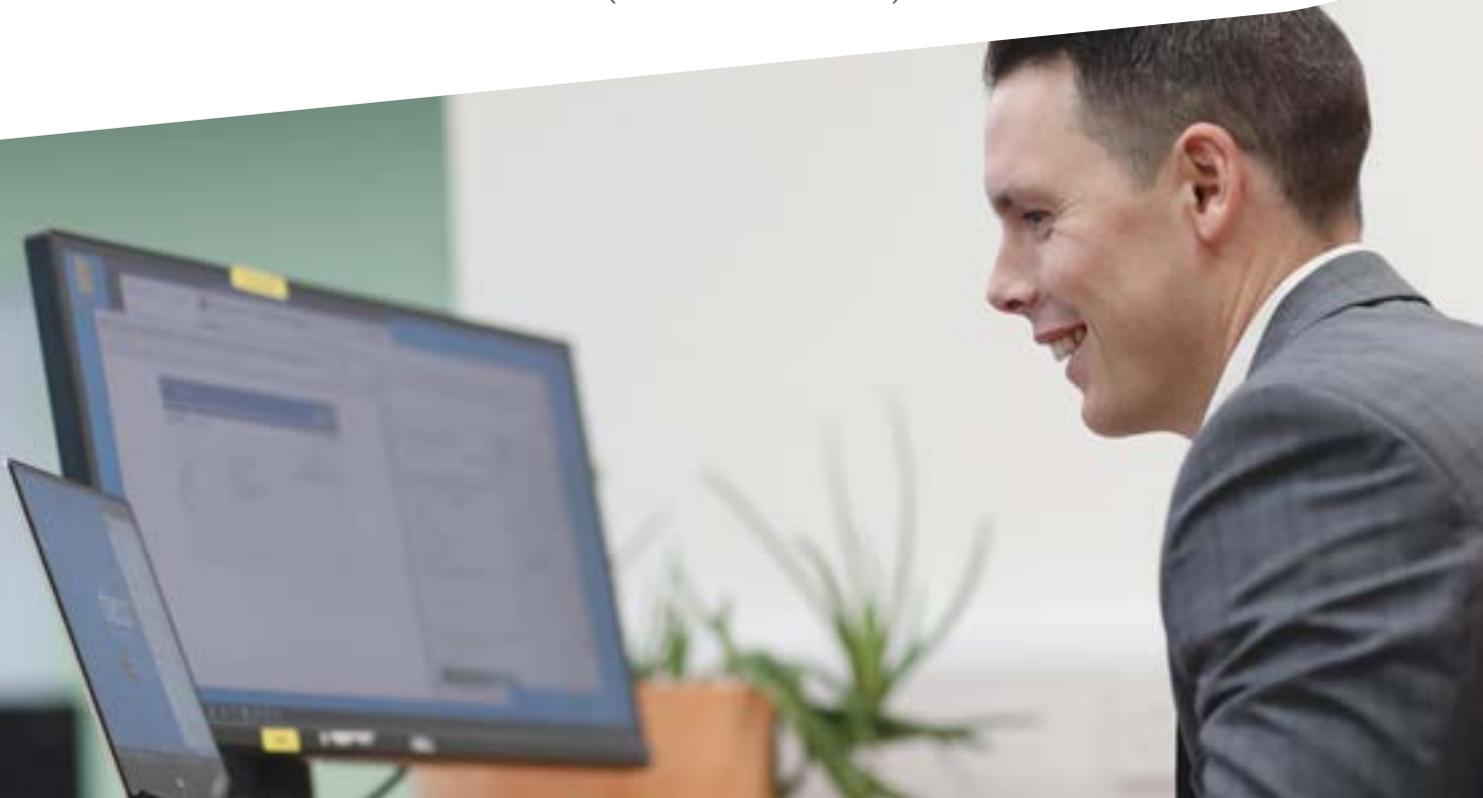
- Virtual numbers with local area code
 - Targeted to fixed line or mobile
 - Can add intelligent routing i.e. auto-attendant, Fax-to-email
 - Available via Invosys
 - Provisioned via Invosys Portal
-

SIP – Session Initiation Protocol

- Passes calls over a data connection
 - Connects to a Telephone System
 - Each channel can make or take one call at a time
 - Flexible numbering
 - Available via TTB, Voiceflex, or Gamma
 - Provisioned via Reseller Portal
-

Cloud PBX

- Virtual Telephone System
- No need for on-site kit
- Desk phones, softphones, and mobile app available
- Full Telephone System functionality
- Runs over any connectivity
- Available via NFON
- Provisioned via Chess Cloud PBX Portal (accreditation needed)





EoFTTC – Ethernet over Fibre to the Cabinet

- Guaranteed bandwidth (up to) 20Mb symmetric and dedicated
 - Burst on download bandwidth up to 80Mb
 - Fixed price
 - 7hr Fault-to-fix SLA
 - Available via TTB only
 - Provisioned via Reseller Portal
-

EFM – Dedicated, private connection

- Symmetric bandwidth
 - Delivered over bundled copper pairs
 - Available in 2 Pair (Dual) or 4 Pair (Quad)
 - Fixed price
 - 7hr Fault-to-fix SLA
 - Available via TTB only
 - Provisioned via Reseller Portal
-

Ethernet Fibre – Leased Line

- Dedicated, private connection
- Symmetric bandwidth
- Available up to 10Gb bandwidth
- 6hr Fault-to-fix SLA
- Available via multiple carriers
- Price on application
- Provisioned after quote obtained via quotes@chessICT.co.uk



Placing Orders

You will place and manage your own orders and faults for the following products:

- Single Analogue
- Multi Analogue Lines
- ISDN2
- ISDN30
- Broadband Basic (Plusnet)
- Broadband Standard (Plusnet)
- Broadband Extra (Plusnet)
- Broadband Premium (Plusnet)

All other orders can be placed via the Reseller Portal. Please see below for information about the Reseller Portal.

WLR3 (SI – Strategic Imperatives)

chess.imperatives.co.uk

SI is a portal that allows you to place orders, manage live lines, and resolve faults for any line that sits in BT's network.





Types of Order

Like for Like transfer

This brings the line to you from another provider. None of the qualities of the line are altered, and the numbering remains the same. It is purely a change of ownership. Once a line has transferred to you, you can control its features and make changes.

Lead time – 10 working days

New provider

This is the installation of a brand new line, either into a new or existing premises.

Lead times (dependant on engineer availability):

SAL/ML – 10 working days

ISDN2 – 14 working days

ISDN30 – 30 working days (min)

Restart of a Stopped Line

When placing a new provide order, occasionally, there will be a line at the premises already that is in a 'stopped' status. These lines can be reactivated very quickly and at reduced cost.

Lead time – same working day

Line Cease

This cancels the line entirely, rendering it unusable. Unless the associated numbers are ported away they will be lost.

Lead time – you can set your own cancellation date. If no date is selected, line can cease same working day.

You can find helpful videos about ordering on SI on your Reseller portal and also here: www.youtube.com/user/chesswholesale/videos



Plusnet Portal

partner.chessbroadband.com

The Plusnet portal allows you to place orders for Broadband Basic, Standard, Extra, and Premium. You can also manipulate live circuits and raise faults.

Basic Order Types

Provide Service on Existing Line

Add a broadband service onto an analogue line in the BT network.

Lead time – 5 working days

SIM Provide order – Provide a line and broadband to be completed and installed on the same day. When you place the line order, you can generate a SIM2 reference. You will need that to create a simultaneous provide. The Broadband order must be placed within 3 working days of the line orders for it to be successful.

Lead time – 10 working days (or as per line installation date)

Disable Broadband

Temporarily disable access to service for your customer.

Lead time – instant

Circuit Cease

This cancels the circuit entirely, rendering it unusable. This must be done by raising a ticket to Plusnet stating the required date.

Lead time – If no date is selected, 5 working days (may be sooner)

Notes

- Occasionally, we will need to contact Openreach on the Reseller's behalf mainly for escalations or complaints. We will never contact Plusnet on their behalf
- Resellers will primarily call in for assistance placing orders, advice about ongoing fault or provisioning issues, and to chase escalations

Further information:

User guides are available within SI
chess.imperatives.co.uk/empportal/manual/index.html

There are also videos on the Reseller portal and at
www.youtube.com/user/chesswholesale/videos



Reseller Portal

reseller.chessict.co.uk

You can place orders in the Reseller Portal for:

- CPS
- LLU & FTTC (any)
- Unlimited BB (Vodafone) - *some resellers have their own access*
- Any Eclipse BB product
- SIP
- EoFTTC & EFM

All orders placed via the Reseller portal are managed by our On-Boarding teams. Please see below for which area deals with which type of order.

You can contact these teams using the main support number 03301025613 and selecting the relevant option on the menu:

- CPS – Pod 1
- LLU – Pod 4
- Broadband (inc. FTTC) – Pod 4
- SIP – Pod 2
- EoFTTC and EFM – Pod 5





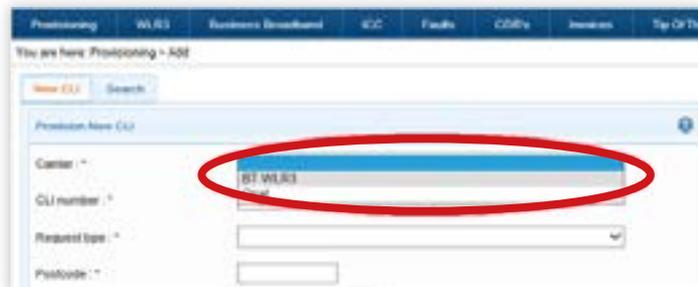
CPS Orders

- To place an order for CPS, simply log in to the Reseller Portal, hover over Provisioning and click CPS on the dropdown (Step ①)
- This will open a box where you can select which carrier you want to use - BT or TalkTalk Business (Opal) – Select this from the dropdown (Step ②)
- Add the customer's telephone number (CLI number) and postcode – If the customer's line rental is with Chess already, this should be Chess' SK9 7JP postcode
- Select from Request Type whether you are providing, ceasing, modifying, or transferring service
- Reference is for your own records
- Click Add New CLI – this will open a box underneath called New Entered CLIs
- Check the information is correct, and click Process New CLIs (Step ③)
- This order will now be processed by our On-Boarding team

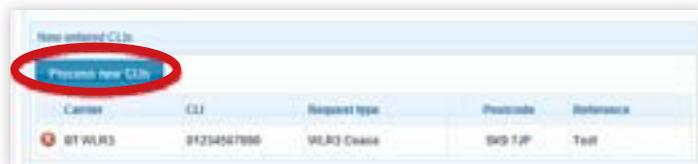
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③





Broadband Orders

- To place an order for broadband, simply log in to the Reseller Portal
- Hover over Provisioning and click Broadband on the dropdown
- Complete customer details for the installation
- Select Broadband from the Product dropdown (Step ①)
- Select the product you would like to order from the product Required dropdown (Step ②)
- Enter the rental cost as per your rate card.
- Select the relevant term length
- Select required number of static IP addresses. If you select more than 1, you will need to complete a RIPE request form to justify the selection
- Select whether or not you require a router
- Summarise order in the Additional Information box
- Add your own name in Authorised By
- Click continue
- This order will now be processed by our On-Boarding Team

①

Contact telephone number (Reseller Details) *

Email address (Reseller Details) *

Product details
What product is being ordered? *

Broadband

Additional information (bespoke products/ any important details)

②

Product details
What product is being ordered? *

Broadband

Circuits details
Product required *

Basic(LLU) you per month) *

Unlimited(LLU)

Extra(TTB ADSL)

Unlimited (TTB ADSL)

Ethernet over Fibre

Ethernet over Fibre amortised install

Ethernet over Fibre rate limited

Ethernet over Fibre rate limited amortised install

Business Broadband Unlimited (Eclipse)

Bonded Broadband 2 Line (Eclipse)

Bonded Broadband 3 Line (Eclipse)

Bonded Broadband 4 Line (Eclipse)



Other Order Types

SIP

These orders can be placed via the Reseller Portal in a similar process to Broadband orders.

Provisioning > New Order > SIP Trunk > Add New >
Complete information > Save

Leased Lines / MPLS

- These are ordered after obtaining a quote from: quotes@chessICT.co.uk
- You must also complete a leased line order form: found [here](#)
- The quote and the Leased line document should then be forwarded to the Reseller Partner Support team who will then forward on to SMTP for approval
- Once approved, Reseller Partner Support will then raise an order authorisation task and upload the documents.
- The order will then be processed with the relevant carrier
- The carrier will then send order progression updates as and when they become available

If you need support with one of these orders, please contact On Boarding Pod 5

Cloud PBX

- This is ordered via a portal called Voipfuse
- Once you have passed your Cloud PBX Accreditation, your logins will be released by the desk-based BDMs
- All orders are managed by the Projects team
- If you need to contact us about a pre-live order, please contact the Support Team
- If you need to contact us about a live service, please also contact the Support Team who will connect you to one of our Cloud PBX specialists



Faults

Chess operates a 24/7 call centre for faults. Our internal faults team are available Mon–Thu, 8am–6pm and Fri 8am–5.30pm. Outside those times, calls will be taken by our Out of Hours team.

Important: You should ensure that your customer is on the correct Care Level (Openreach response times). This gives you the confidence that, in the event of a fault, you can set realistic faults resolution expectations for your customer. You should be careful to match the care level to how critical the product is. For example, an alarm line should have nothing less than Care Level 4, to ensure a speedy repair.

Level	Engineering Working Time	Description/SLAs
① Basic Lines Only (Residential)	Mon-Fri (Excl Bank Hols) 08:00-18:00	End of next working day +1 working day
②	Mon-Sat (Excl Bank Hols) 08:00-18:00	End of next working day (EoNWD)
③	Mon-Sun (Inc Bank Hols) 07:00-21:00 Mon-Fri 08:00-18:00 Sat-Sun	In by 13:00 fix same day, in after 13:00 fix by 13:00 next day End of next half working day (EoNHWD)
④	Mon-Sun (inc Bank Hols) 24/7 365 days a year	6 Hour repair



Pre-First Line Diagnostics

You will place and manage your own orders and faults for the following products:

- Is the line live?
- Is it with Chess?
- Does it have and barring applied?

First Line Diagnostics

For Analogue Lines

These must be completed before logging a fault to an engineer.

ALWAYS confirm customer accepts TRCs

1 Make sure you're in the MASTER SOCKET

Possible extension dead/faulty

If not in master socket then charges will apply – service only provided to Master Socket

2 Replace the CPE (handset, cable, filter)

Possible handset/cable etc. faulty

3 Is the phone a wireless handset?

Might be too far away from base unit or not charged

4 When did the fault start, and when does it happen?

Possible line damage; might only happen when it rains; line might have been cut

5 Remove the faceplate and plug in to TEST SOCKET

Possible that the faceplate or extensions are faulty/disconnected



For Digital Lines

These must be completed before logging a fault to an engineer.
ALWAYS confirm customer accepts TRCs

- 1 Check the lights on the ISDN Box (Network Terminating = Equipment – NTE)**
 - If NTE light is solid or flashing green
No BT fault – make sure not barred or TOS
Refer to maintainer/turn off PBX for 10 mins
 - If NTE light is OFF
Line fault or Ceased

- 2 See if the customer can make internal calls**
If so, possible line fault

For Broadband

These must be completed before logging a fault to an engineer.
ALWAYS confirm customer accepts TRCs

- 1 Turn everything off, wait 10 mins, and turn on again**
Why? Because after a while a modem will slowly begin to see a degradation in sync, even when it remains solidly connected it eventually stops 'listening'. Imagine sitting in a lecture: you're engaged at first, but you slowly lose interest. Same principle!

- 2 Make sure the line has dial tone**
Follow the procedure for analogue line faults

- 3 Check / replace microfilters**

- 4 Plug equipment directly into Master Socket**

- 5 Ensure customer's kit is in working order and is connected correctly**



Logging Faults

WLR3 (SI – Strategic Imperatives)

chess.imperatives.co.uk

You must log your own faults for any lines that you have ordered on the WLR3 portal. Please have a look at the training videos on the Reseller Portal. These can also be found here www.youtube.com/user/chesswholesale/videos

You will need to complete pre-first line and first line diagnostics with your customer before logging a fault on the WLR3 portal.

It's really important that you confirm the customer accepts any potential Time Related Charges (TRCs) before you log a fault to the carrier.

Plusnet Portal

partner.chessbroadband.com

You must log your own faults for any circuits that you have ordered on the Plusnet portal.

Plusnet operates a faults trouble-shooter, so you will be prompted to check various things in order to progress the fault. Plusnet will contact you directly (via their ticketing system) to update you on the progress of the fault.

It's really important that you confirm the customer accepts any potential Time Related Charges (TRCs) before you log a fault to the carrier.





Reseller Portal

reseller.chessict.co.uk

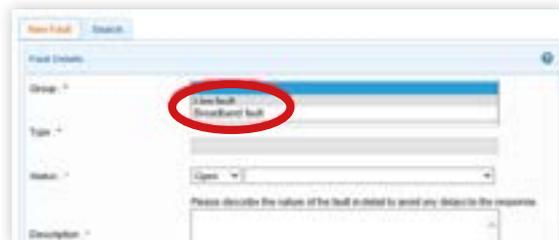
For any product that isn't controlled by WLR3 or Plusnet, you can log faults via your Reseller Portal.

- To log a fault, simply log in to the Reseller Portal
- Click Faults on the menu bar (Step ①)
- Select from the Group dropdown what type of fault you are logging (Step ②)
- Put as much information about the fault as you can in the description box. This should include all diagnostics that you've done (Step ③)
- Complete customer information.
- Contact number will be who we update on the fault – this should be you
- Make sure you confirm acceptance of TRCs (Step ④)
- Click Save Fault.
- This fault will now be resolved by our internal faults team.

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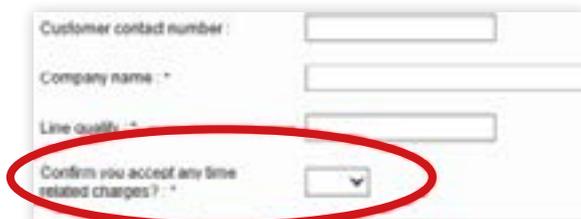
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Appendix 1. Training Requests

If you need a bit more training, we are happy to assist. Training is help at our Alderley Edge office and our Borehamwood office on alternate months. We can be flexible though, so do check with your BDM.

As standard, we offer the following courses:

Basic Products

- CPS
- Lines
- ISDN
- ADSL
- Basic Cloud PBX
- Faults
- Portals
- Number porting
- Advanced Products
- EoFTTC
- EFM
- Ethernet Fibre
- MPLS
- SIP

Advanced Products

- EoFTTC
- EFM
- Ethernet Fibre
- MPLS
- SIP
- Cloud PBX

Cloud PBX Portal Accreditation

WLR3 (SI)

Plusnet Portal

Reseller Portal

If you would like to attend any of the training, please complete the training request form which is here:

www.surveymonkey.com/r/3JPNSZM



Appendix 2. FAQ's & Useful Numbers

FAQ General

- Q** When will my CDRs be ready?
- A** 6th working day of the month and are downloaded from your reseller portal
- Q** When will my direct debit be collected?
- A** Services 28th of the month, Calls 5th of the month
- Q** Where can I find my rates?
- A** The authorised contact at your company will have these, they will also be in your billing platform. If needed ask your BDM





Cloud PBX Reseller FAQs

Please also see the embedded document for
Cloud PBX Porting Guidelines

- Q** When will I receive my K account?
- A** 48-72 hours from order being placed on portal
- Q** Hardware ETA?
- A** 48-96 hours from the order being placed on the portal
- Q** How long does it take for a PORT to complete
- A** Please see the above embedded Porting Guidelines for SLA's etc.
- Q** Who do I contact if I have a Cloud PBX provisioning query?
- A** Call projects on 08447704225 (opt 5, Opt 6)
- Q** Who do I contact if I have a Cloud PBX fault?
- A** Reseller Support 0330 102 5613
- Q** Who do I contact if I have a billing query?
- A** Reseller Support on 0330 102 5613
- Q** How do I cancel a licence/product?
- A** Reseller Support 0330 102 5613
- Q** Having problems with the VOIPfuse portal – who can I call?
- A** Contact your BDM



Useful Contact Numbers

If you need anything else, please get in touch with your BDM
– we'll be sure to try and help!

Useful Contact Numbers	Contact Number
PlusNet	01142965171
Reseller Credit Control	0844 770 4226
Reseller Offboarding	0300 159 8020
Reseller Onboarding	0844 770 4228
Reseller Support Team	0330 102 5613 0330 102 5615 0330 102 5611

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