

Insert partner
banner or logo here

Welcome [Customer Name]

[Date]

Thank you for choosing [partner name] as your preferred telecommunications provider.

[Please add an introduction to your business here, you may want to include - Business background, awards, accreditation with other I.T suppliers and general introduction to service and support]

To keep things simple, [Partner Name] will handle all your service needs and work closely with you to make sure you're getting the most from all the benefits O2 and [Partner Name] offers.

This document will help you get to grips with the new services, opportunities and the benefits of being with [Partner name] and O2.

Your customer service

The below lists the various means of contacting us:

Your [Partner name] Account Manager
[Name, number and email address]

Focussed on your day-to-day needs, understanding your business and helping you grow. They'll be in touch every quarter to review your account, make sure you're on the right plan and highlight any new products that could help.

Your [Partner name] Customer Service team
[Number and email address]

Our customer service team is available to help with any queries and is your first point of customer service support. Our office hours are [insert partner office hours].

O2 Business Customer Services
Call - 0800 977 7337
Tweet - @o2businessuk

The O2 customer service team is also available to help with any queries outside of our office hours, if you are in need of any additional support 24/7.

Implementation of your new contract

You should receive your handsets and SIMs by [date]. You are scheduled to connect on [date].

Porting customers

At some point on [date] your old network SIMs should stop working. At this point please switch your O2 phones on to register to the network.

Your Handsets

If you want to know more about your handset features please visit [insert Partner website link to product or manufacturer website link to product].

What to expect from [Partner Name]

30 Day Happiness Call

Our customer service and account management team will be calling you within the first 30 days of you being on the O2 Network to check to make sure your porting experience was seamless and that you are happy with [Partner name]. You will receive a call from [insert Partner Number].

Manage, monitor and review

You will also receive monthly billing review highlighting areas your tariff can be modified to suit your needs as well a 6 monthly account review with your account manager.

O2 Value Added Service

Bills online at the touch of a button

All your business account and bill details are available in one place online. My O2 Business makes it so easy to view, analyse and print bills, check spending or make changes to your account. When it suits you. At the touch of a button. To gain access to My O2 business you should have received an e mail to register, if not please visit o2.co.uk/myo2business. You will need to click on the login box to request a new email.

My Network

O2 is a network you can trust. They've been supplying millions of customers and thousands of businesses for over 30 years.

My Network app:

- Get up to the minute status updates for your area based on the location of your device
- Test your network speeds
- Report issues with your service through the app in a simple way

It's simple to use and means that you can check the network without having to visit the main site or even enter a postcode.

Find it on the app store, Windows, Android or iOS.

TU Go

All you need is wifi. TU Go lets you text, call and check your voicemail over wifi, Even if you don't have signal.

Find it on the app store, Windows, Android or iOS

O2 Wifi

There are over 13,000 free O2 Wifi hotpots across Britain too, so you can count on staying connected almost anywhere.

***insert info from the O2 Guide - how to register and where the hotspots are

Mobile Voicemail

Simply dial 901 from your O2 handset or [click here](#) to check out how to register for O2 voicemail.

10 FOC Landlines

Customer on our Shared Business Mobile Tariffs can call 10 selected landline numbers for free. For more information please call our customer service team or your account manager.

O2 Survey

Over your contract length you may be contacted to participate in O2's customer satisfaction surveys. These let us know how you are feeling and provides insight on our products and services. However, if at any point you are unhappy or wish to provide us with feedback please do contact us. We are always here for you, to offer support and resolve any issues you may have quickly and effectively.

Our Website

[Link to your website and detail functionality/services that your customer can expect]

***Please add your other customer and sales services you provide to this document to tailor to your customers needs.