

Virtutel: building a bigger business on the NBN™



WHOLESALE



Virtutel: building business on the nbn with Telstra Wholesale

Featured Product

nbn
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Who we are

Virtutel is a full service domestic and international telecommunications provider of private network, internet, co-location and voice services. We serve a range of customers including business, enterprise and government, distributed through our partner and wholesale channels.

The Challenge

The **nbn** network is a new type of network and raises a number of new challenges, the main one for us being business integration. Our teams are very familiar with our existing processes and systems, which simplifies the technical delivery of services and provides a better customer experience. This in turn creates happy loyal customers.

We know firsthand some of the complexities of providing **nbn** services and when we first took on **nbn** capabilities with another supplier, it caused a number of difficulties for our business. We spent time investigating with our teams, and decided to move across to **nbn** services from our provider Telstra Wholesale.

Solution

We have an excellent team dedicated to bringing customers onto our network and services. Our team were very familiar with our current processes for DSL- and Telstra Wholesale's solution makes their **nbn** services for a number of the multi technology mix access types available using a very similar process and interface.

The adoption of **nbn** services has had minimal impact on our backend processes. Our staff focus on serving our customers rather than having to learn an entirely new system from ground up.

Telstra Wholesale's product set is enhanced by broadband aggregation, an ethernet based aggregation of end user broadband traffic between the network and our points of presence.

The plug and play nature of Telstra Wholesale's solution is very attractive to us too. For our end users, the new system is extremely easy to set up, to the extent that you can simply plug in a router and away you go.

This provides an excellent experience from a customer point of view, allowing us to focus on our efforts on creating more valuable solutions.

“Acquiring services through Telstra Wholesale is a very attractive option and you have the safeguard of knowing you're going with one of the best in the business.”

As a new product and one that we need to feel confident in delivering to our own customers, it's vital to get constant feedback and updates on the **nbn** service. It's critical to know how it's performing and if there are any issues in the network delivery. The Telstra team was able to offer

the **nbn** access types in a way that would make us feel assured about the ability to service our own customers. There's also a genuine and concerted effort to deliver the highest standards of customer experience through their professional installations of the service, which really set Telstra Wholesale apart.

Over the coming months we'll roll out our **nbn** service to customers, but we already have the greatest confidence that this is something we can rely upon that will deliver a real difference to our customers. We are very happy to have our services with Telstra Wholesale.

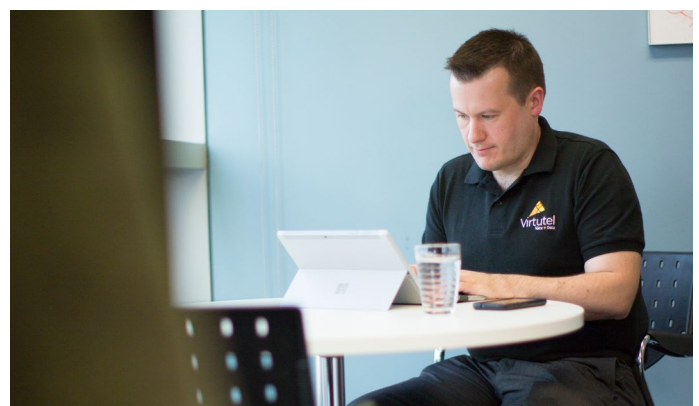
The Telstra Wholesale Agreement

Our partnership with Telstra Wholesale has been made even easier by moving across to their new agreement (TWA).

Compared to the previous contract, the TWA is far easier and simpler to navigate. Various aspects of the contract such as pricing and product, have now been grouped into easy to read sections, eliminating the need to search the lengthy document to find information.

The new format has also delivered faster and fewer variations to the contract. Previously, there would generally be a process of going backwards and forwards with multiple people and variations involved. The process is now very simple and using DocuSign™, we don't have to post and then wait for items to be actioned. I've even signed a contract whilst out and about! That's how simple and easily it fits into everyday business life.

We've certainly saved time, as a result of shifting over to the TWA as everything is in PDF format and stored online, there no more fishing around for copies and wondering which version you're on.



Future proof your competitive advantage. For advice on how you can benefit from Telstra Wholesale's technology and services contact your Account Manager.

www.telstrawholesale.com.au/possibilities