

Association & Group Program

Tailored, Dedicated and Exclusive

Limited program that's only available to registered and approved 'Groups'.

Summary

This program provides Associations, Groups or Franchise members a tailored service, dedicated support and exclusive pricing.

This brochure outlines the features and benefits of this program and we hope you see the value in it.

Your Roctel Team

To make sure we support you in the best way possible, an Account Manager is assigned, who becomes the main Roctel Contact for all members of your Group. This person will become your Groups telecommunication expert who is on call and ready to assist.

This person will:

- Assist with all new & additional service queries
- Provide expert recommendations on alternate services which could possibly provide benefit
- Assist with any issue that may arise, by making sure all aspects of the Program are met
- Clarify any billing queries
- Become a resource who can answer any telecommunication queries

Direct Number to your Account Manager

Simplify the way we work together! To do this, we will give you a dedicate number for your group alone to call. For most queries, your members can call this number and be answered directly by your Account Manager. This way, the person answering the phone, will understand who is calling and what their requirements may be.

Prioritised Adds/Moves/Changes

All adds/moves/changes will be managed by our provisioning team and overseen by your Account Manager. All requests will be handled with priority and completed in the soonest possible time.

Exclusive Pricing

The pricing offered within this program will make it very attractive for your business and the whole group.

This exclusive pricing includes:

- Special Pricing on all services
- Additional discounts when multiple service types are on the same account
- Business owners can add home services to take advantage of the Group rates

Special Offers and Promotions

At various times, we release specials offers and promotions that are first and potentially only offered to active clients within this Program.

Examples:

- Waiver of particular charges
- Specials available with Telephone System vendors for being a member of our Program
- Mobile handset and plans specials.
- Monthly specials

Approved Groups

This offer is not available to any business. Registration of your group must be completed for us to assess that the group meets the requirements needed to be apart of the Program. We recommend that groups such as the below register:

- Associations
- Franchisors

If your type of organization is not listed above, but your involved with a significant group of businesses that function together, please continue with registration.



For all queries, please call **1800 ROCTEL** or go to roctel.com.au