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GBT MISSION STATEMENT

Our mission statement is “To provide a leading edge one stop solution for all business communication needs, backed up by a team who are passionately committed to providing outstanding customer care.”

YOUR COMMUNICATIONS MADE SIMPLE

As a customer you have almost unlimited choice when it comes to selecting your Telecommunication Provider for your business. Why choose GB Telecom?

Since the deregulation of the telecommunication market, network products and services have become complex and confusing not only in terms of the number of providers and tariff options, but the speed of technological changes. It is increasingly difficult for companies to decide their best method of communication, or in fact which providers offer the most cost effective and resilient solution.

That’s why GB Telecom are here to help. We offer various tailored solutions to suit the needs of your business demands from the small home office to large multi site companies. We can advise which tariff, BT service or equipment would meet your needs and even save you money!



GBT Products & Services

- Fixed Line Rental
- Low Cost Calls
- Business Broadband
- Non Geographical Numbers
- Business Mobiles
- IP Telephony
- Telephone Solutions
- And more....

If you and your business feel you could benefit from our wide range of products and services, why not contact our sales line on **0800 376 1671** today!

HELP THE ENVIRONMENT!!

Why not sign up to GB Telecom’s email billing system? Together we can reduce our “Carbon Footprint”.



Contact us now on 01896 752 607
or email networks@gbtscotland.co.uk



www.gbtscotland.co.uk

BORDERS CHANGE FOUNDATION AWARDS



Borders Change Foundation's Latest Donations

Last year GB Telecom launched the Borders Change Foundation charity.

Since then The Borders Change Foundation has successfully given grants to over 20 community groups in the Scottish Borders.

By choosing GB Telecom as your preferred network supplier a proportion of your spend is donated to the Borders Change Foundation fund. Twice yearly this fund is shared between applicants who meet the following key criteria;

- The advancement of education
- The advancement of health
- The advancement of citizenship or community development
- The advancement of arts, heritage culture or science
- The advancement of public participation in sport
- The provision of recreational activities

More details on the Borders Change Foundation can be found on our website, www.gbtscotland.co.uk

If you are a member, or you know a member of a local organisation or community group you may qualify for funds from the Borders Change Foundation. Just log on to www.gbtscotland.co.uk and click on the Change Foundation logo to download your application.



Cheque Presentation At GB Telecom Offices



Border Samaritans Proudly Showing Of Their New Smart Car

This years latest funding in the first half of 2008 was rewarded to the following groups:

Hawick Community Council
Hawick Summer Festival
Borders Disability Forum (Gala Wheels)
Borders Samaritans
Peebles Arts Festival
Gala Dean Juniors Football Club
Melrose RFC Summer Rugby Training School
Heart of Hawick Children's Book Award
Gala Cricket Club
GYP Borders

BUSINESS CONTINUITY

Have you thought about Business Continuity in the Event of a Disaster?

Continuing to communicate with your customers and suppliers is critical. Most businesses rely on their telecommunications for trade whether it be a simple telephone call or broadband connection the telephone is your lifeline.

GB Telecom can assist in offering customers numerous ways to ensure your communication path remains open with minimal disruption.

In the event of loss of telecommunications we can identify a solution to assist, depending on the length of time without service.



Disaster May Strike At Anytime. Are You Prepared?

Estimated Time of Unavailability

Up to 4 hours – Minor line interruptions, power issues, problems at the BT exchange.

4 Hours to 3 Days – Major interruptions such as unavailable access to the building, more major line or exchange faults or extensive power outages etc.

3 Days Plus - Building inaccessibility due to fire, burglary, partial building collapse, terrorist attack, police operations etc.

With GB Telecom's innovative network infrastructure we can offer you a number of options to allow a near seamless transition for any of the scenarios mentioned above. If you are interested in discussing our Disaster Recovery options then please do not hesitate to contact Rich in our Technical Department on 01896 661 319.

NEW PRICING STRUCTURE

GB Telecom recently announced a change to our pricing structure. Due to the recent fuel increases and rising material costs GB Telecom have been forced to review its call out and installation charges.

These changes only affect visits made by our engineers to customers who are not covered by our maintenance service. Maintenance covers engineer assistance required due to malfunctioning Alcatel equipment.

New installations will also be charged at the new rates This includes the provision of additional equipment and telephone cabling.

As from 16 July our costs will be as follows;

Standard Call Out Charges

1st Hour £105.00 plus VAT

½ hour thereafter £ 25.00 plus VAT

Full Day and ½ Day quotations are available on request as well as out of hours rates.

New This Issue

TOP TIPS

Top Tips for Using your Alcatel Phone System - [Touch Tones](#)

Do you have problems navigating through automated operator systems?

Do you spend ages waiting for an answer because you can't choose the correct option?

When you are answered by such a service simply **dial 69** on your Alcatel handset and then you can choose whichever option you require. If you need to make a further choice just dial the appropriate number as you only need to activate the touch tones once at the start of your call!

www.gbtscotland.co.uk

GB TELECOM GO KARTING

All of the team at GB Telecom enjoyed a fantastic night out at Raceland's indoor Go Karting track near Tranent earlier this summer. Partners and friends were invited to join us and enjoy an evening of excitement, speed and competition as well as white knuckles and aching limbs.

The competition was fierce as various members of staff were buried into the tyre walls by their competitive colleagues. Many enduring laps and warning flags later 1st Place on the podium went to our very own Brian Whellans, 2nd Place Alistair Brearley of Remax in Galashiels, and 3rd Place the one and only Mark Moncrieff.

Well done to everyone who took part and made the evening thoroughly enjoyable for all.



Left Alistair Brearley, Middle Brian Whellans, Right Mark Moncrieff



MEET THE TEAM



Sales Director—Mark Moncrieff

Employee: Mark Moncrieff

Position: Sales Director

Mark Moncrieff heads the Sales Department at GB Telecom and aims to keep our customers up to date with GBT's latest offerings and generate new sales for the company.

Mark has been with us for over 9 years and has developed longstanding relationships with customers who appreciate his sense of humour, shocking dress sense and unique banter. Thanks to Mark's ability to sell, and his hard work ethic, he has played a vital role in the success of GB Telecom.

As part of Mark's exciting new campaign, he aims to visit the majority of our existing customers over the next year or so, to ensure our customers are happy with the service we provide. Mark will also be available to discuss any aspect of our service portfolio. You can email mark@gbtscotland.co.uk to arrange your visit.

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