

Dedicated Service Management provides an additional layer of confidence for iBASIS Managed International Voice partners

SDA ASSISTANCE



- Expediting trouble ticket resolution
- Partner escalation contact (non-emergency)
- RFO review and follow up for service impacting outages or longer-term issues at your request

RELATIONSHIP BUILDING



- Meetings directly with our partner at partner's discretion
- Discuss quality trends and requirements
- Evaluate ways to improve service

ENHANCED VISIBILITY



- Customized reporting for our partner
- Analysis of results for our partner
- Access and training in iView for ad hoc customer reporting

CHANGE MANAGEMENT



- Liaison for interconnect changes and planned outages



DEDICATED SERVICE MANAGEMENT SPECIALIST