

1. Our initial steps together

- Meetings &/or calls with our dedicated team to understand how we can work together
- Agree parameters on how you can trial our services
- Complete initial KYC / supplier checks



2. Trialling our services

- Your team can test our services and support
- Getting to know each other better
- We closely monitor your traffic e.g. ACD and validity of CLIs



3. Welcome to Magrathea

- Completion of all required KYC / supplier checks
- Signing of contracts (via DocuSign)
- Getting you full access to appropriate tools – APIs, [portals](#), encrypted CDRs
- Ensuring you have access to [self-serve guides](#) and newsletter



4. Six-week check in

- Hear your feedback
- Ensure your business can access all of the services you need
- Explore if other services can support your business
- Explain what you can expect next e.g. workshops, guides and support



5. Keeping in touch

- Our porting & support teams are on hand for all day-to-day queries.
- Our monthly newsletter will advise any service, regulatory & industry updates.
- Our business development team can help with any additional requirements



6. Annual Survey

- We invite you to complete our annual survey to help shape, improve or add to our products, services or relationship



7. Custom requirements

- If you have a bespoke requirement or need additional support for a unique project, let us know and we will see how we can assist.



8. We're here when you need us

- General enquiries: See bottom of page.
- Support: support@Magrathea-telecom.co.uk
- Social media:
- LinkedIn: [Magrathea Telecommunications Ltd](#)
- X: [@MagratheaTel](#)

