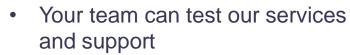# magrathea

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. Trialing 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

4. 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.

5. Annual survey

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

6. 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.

7. 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

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