TalkTalk Business
Business

TalkTalk Business Prioritisation Measures

Activity	Action	How?
Assurance and Fault Activity	For fault logging and checking updates on repairs *Note: The standard escalation path in the Customer Service Plan applies for each of these products.	Please use our on line portals or emails below*: • For **Wholesale Broadband, Voice services and TUK IPVPN Services** please use the 'Service Request' via our portal at https://ttbportal.mytalktalkbusines.co.uk for raising faults and acquiring updates • For **Wholesale Line rental (WLR)** please use the wlr3rs@talktalkbusiness.co.uk portal • For **Wholesales E access Services** use the https://ttbportal.mytalktalkbusiness.co.uk/mynet portal • For **Data Solutions** please email tsc@talktalkbusiness.co.uk • For **Next Generation Voice Services** email ngvssupport@talktalkbusiness.co.uk
Provisioning Support	Broadband & Porting	• Please use the portals outlined above where possible.
Provisioning Support	Managed Data	• E-mail: customeroperations@talktalkbusiness.co.uk
Provisioning Support	Ethernet	• If you have Support Centre order tracking please use this for EAD. If you wish to sign up for support centre order tracking please speak to your Account Manager or Service Manager. • E-mail: provisioningvpn@talktalkbusiness.co.uk
Billing	For invoice queries and summaries	• Register for Smartbill You need to register a named contact as your billing designate in order to access copy invoices and summary report details. To register, please send a request to onecustomerdesk@talktalkbusiness.co.uk
Customer Services	Use Portals where possible or Email	• Email onecustomerdesk@talktalkbusiness.co.uk