

CLIENT EXPERIENCE AT GTT

Striving to deliver an exceptional service experience through dedicated continuous improvement

HOW DO WE DO THIS?

- As you work with us, we will reach out to ensure we are delivering value and meeting expectations.
 - If we did well, we will ask what you would like us to repeat.
 - If we missed the mark, we will ask how you think we can improve.
- All feedback is systematically reviewed within our executive management team and shared across our organization.
- We use this data to improve our processes and communication, as well as to enhance our products and services.
 - Examples of improvements we have made driven by customer feedback include changes to our customer support model, format and content enhancements to system emails, and new features for our **EnvisionDX** portal.

OUR SURVEYS

- After key interactions, you will receive a survey so you can let us know how it went.
 - The survey is contained within the email you receive upon ticket closure, billing claim resolution, or order completion.
 - Please take a moment to complete the survey, rating your experience and leaving any additional comments for us.
 - Your feedback will help us to immediately understand your experience and allow us to follow up directly with you, if needed.
- At least once a year, you will receive our Relationship Survey via email, so we can understand the overall experience you are having with us.
 - Please spend a few minutes evaluating our entire performance against your expectations.
 - Provide a rating and comments across all key areas of our relationship, from account management, all the way through your experience with the **EnvisionDX** portal.
- If you are not receiving our surveys, or if you would like to invite your colleague(s) to receive them too, please let your Account Director or Customer Success Manager know.

WE ARE LISTENING

- Several times a year, we host **Customer Advisory Boards**.
 - Meet your peers in other companies, get to know members of our executive team, and spend time in a small group setting discussing your perspective on working with us.
 - If you would like to join these small group sessions, let your Account Director know.
- Occasionally, we may ask you to join **focus groups** on various initiatives we are working on, changes we are planning on making, or other topics of significance.



TOP TIP

We want to hear from you.

Contact us directly at:
Client.Experience@gtt.net

Or share your thoughts with
your Account Director or
CSM to forward to the
Customer Experience team.

STAY INFORMED

Your account team will let you know about operational and service improvements put in place based on your feedback.

Client Update

We also let you know about service improvements in our monthly Client Update newsletter. Tell your account team if you would like to subscribe to it.

IMPORTANT

- Please complete our surveys as soon as possible when any feedback is top-of-mind.
- Be honest and specific to help us do the most with your input.
- Provide your contact information on transactional surveys if you would like a manager to contact you directly for a discussion.