

Fixed Service Providers – Together We Are Stronger

If your company is providing Wholesale Line Rental or other fixed telephony services, FSPA is the trade group for you. It was formed in 2002, having previously been called the Calls and Access Interest Group, to represent and promote the interests of your industry sector. It is recognised by OFCOM, BT and the DTI as the voice of Wholesale Line Rental Service Providers.

How the FSPA works in your interests

- Represents Service Providers in the key OFCOM and industry groups developing Wholesale Line Rental products
- Works with Openreach and BT Wholesale to improve current processes, develop ISDN products and identify new wholesale products
- Promotes the interests of its members to Government, regulators and in the media
- Seeks to open up related business opportunities
- Liaises with other technical and representative bodies
- Strives to enhance the quality of service to the end user.

What you get when you join the FSPA

- Input to policy making
- Involvement in fixed telephony product development
- Networking and knowledge sharing with other Service Providers
- FSPA issues register and support for member concerns and complaints
- Regular newsletters identifying key developments for Service Providers
- Regular members' meetings and face-to-face meetings with BT and OFCOM in London and the regions
- Promotion on the FSPA website
- Membership of FCS entitling you to a wide range of benefits offered by the UK trade body for the whole communications services industry.

What the FSPA has achieved so far

In its short life FSPA has chalked up some notable advances:

- ✓ Submitted co-ordinated Service Provider responses to OfTel and Ofcom consultation documents
- ✓ Supported FSPA members' complaints to the regulator
- ✓ Provided valuable input into industry and BT contract and process discussions
- ✓ As a customer group helped BT to review its Account Management Service
- ✓ Set up the monthly Order Desk Managers meeting to address WLR service issues with Openreach
- ✓ Countless changes to the processes, priorities and operation of the regulated Openreach and BTW products
- ✓ Taken on an expanding work programme that tracks all important aspects of products and services for Service Providers.

Who's Who in FSPA?

FSPA is jointly chaired by **Ash Potter**, Consultant and **Sam Dawkins** of Club Communications. Secretariat is provided by FCS.

How can I join FSPA?

FSPA membership is open to companies that are, or are seeking to become, Wholesale Line Rental and other Fixed Services Providers. In addition companies or organisations that have an interest in fixed Service Provision may become Associates. FSPA is a membership group within FCS

To join FSPA call the FCS office on 0208 249 6363 or e-mail fspa@fcs.org.uk

A member group within the
Federation of Communication Services



Fixed Service Providers

More information can be found at
www.fspa.org.uk



Fixed Service Providers Association