



Lemon

**A LEADING CONTACT CENTRE SOLUTION
FOR TELECOMS & BROADBAND PROVIDERS**



OUR EXPERIENCE

With over 20 years of experience, Lemon Contact Centre is a UK-based, 24/7 contact centre providing specialist support services to telecoms and broadband providers across the UK. We support both in-hours overflow and out-of-hours contact handling, helping providers manage customer enquiries, faults, and service issues during periods of high demand.

Founded in 2003, Lemon has extensive experience operating within fast-paced, SLA-sensitive telecom environments. We understand the impact that service disruption, outages, and delays can have on business customers, and the importance of handling contact accurately, calmly, and in line with agreed processes.

Our teams operate as a seamless extension of your in-house support function, following your service standards, escalation routes, and communication guidelines. By providing additional capacity when volumes increase, we help protect internal teams, reduce pressure during incidents, and maintain consistent customer contact while ensuring issues are handled and escalated in line with agreed processes.

Mobilisation is straightforward and carefully managed, with a dedicated account manager supporting you from day one. Our trained operators can also work directly within your CRM, ticketing, and approved service systems, ensuring all interactions are logged accurately and consistently. This is supported by quality assurance, recorded calls, and clear reporting to maintain visibility and control.

In addition to live contact handling, our multi-skilled teams can support business process outsourcing activities such as call logging, ticket administration, and service coordination. This helps telecoms providers maintain operational efficiency while keeping service delivery aligned to internal processes and SLAs.

“ Telecoms and broadband providers operate in environments where service disruption has an immediate impact on customers. Our role is to respond quickly to inbound contacts and ensure enquiries and faults are managed promptly and in line with agreed processes. ”

Martin Anderson
Co-Founder & CEO





Call Answering

Lemon Contact Centre provides UK-based call answering for telecoms and broadband providers, handling high volumes of customer enquiries, fault reports, and service queries. Our agents respond quickly, capture accurate information, and log all contact in line with your processes, ensuring issues are categorised correctly and escalated promptly to the appropriate service teams.



Email Management

We manage inbound emails from customers and partners, ensuring enquiries are reviewed promptly and handled in accordance with agreed workflows. Emails relating to faults, provisioning, or service queries can be logged directly into your CRM or ticketing systems, supporting consistency, traceability, and effective service management.

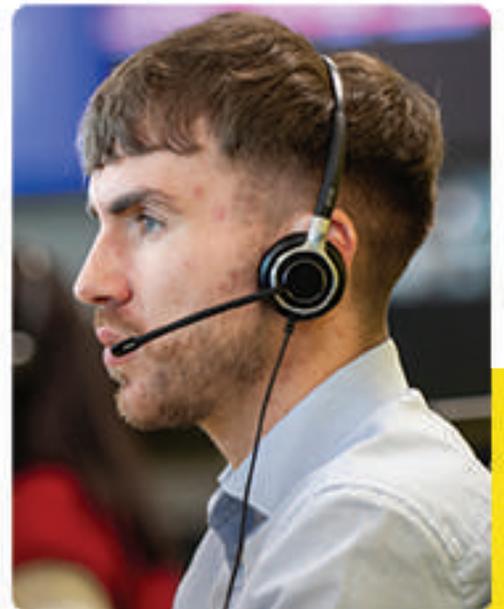


Messaging Apps & SMS

Where required, we support customer contact via SMS and approved messaging platforms such as WhatsApp. These channels are managed in line with your communication policies, providing customers with an additional way to make contact during incidents or outages, while ensuring all interactions are recorded and visible to your service teams.

Web Messaging

We can manage web-based enquiries received through your website, providing a structured channel for customer questions, service updates, and follow-up enquiries. All interactions are handled in line with agreed processes and logged accurately to maintain continuity across customer support channels.



Business Process Outsourcing

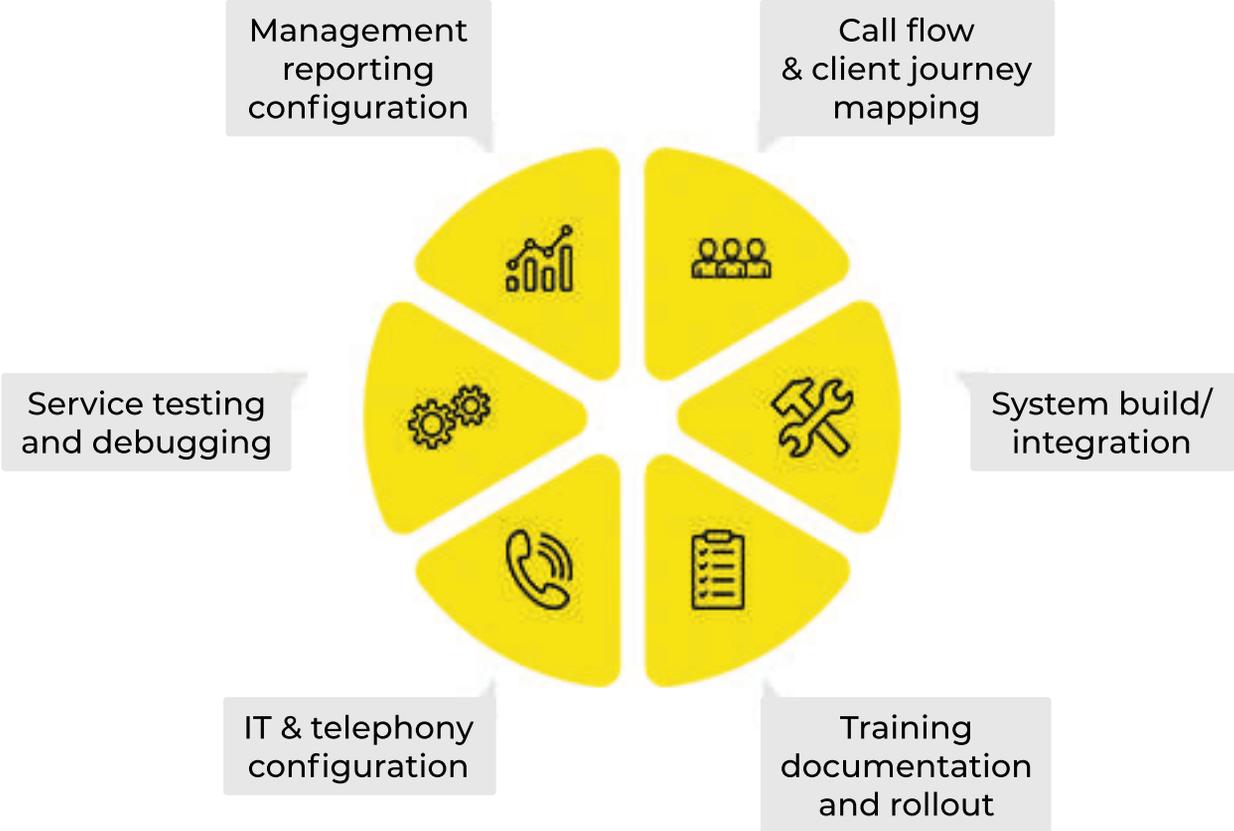
In addition to live contact handling, we provide business process outsourcing support to assist with back-office and administrative activities. This can include call logging, ticket administration, and service coordination, helping reduce pressure on internal teams while keeping service delivery aligned to internal processes and SLAs.



MOBILISATION MADE EASY

At Lemon, we take pride in delivering a seamless transition for both you and your clients. From day one, a dedicated account manager will be assigned to your project, working closely with you to coordinate all required resources and ensure adherence to the agreed mobilisation timeline.

Guided by the six key segments of our on-boarding plan, they will focus on providing a first-class implementation experience and maintaining excellence throughout our partnership.



HOW LEMON CAN SUPPORT TELECOMS & BROADBAND PROVIDERS

24/7 UK-Based Call Answering

Lemon Contact Centre provides a fully staffed, UK-based service operating 24/7/365. We handle customer enquiries, fault reports, and service-related contact both in and out-of-hours, ensuring customers can always make contact and issues are captured promptly even during periods of high demand or service disruption.

First-Line Fault Triage & Guided Resolution

Our trained operators follow agreed diagnostic scripts and call handling workflows to carry out structured first-line fault triage. This includes identifying known incidents, capturing accurate fault information, and guiding customers through basic checks where appropriate. In some cases, this enables issues to be resolved at first contact; where this is not possible, faults are logged correctly and escalated promptly to the appropriate service or network teams.

High-Volume Outage & Incident Support

During outages or service incidents, call volumes can increase rapidly. Lemon provides additional capacity to manage spikes in customer contact, helping protect internal teams and maintain consistent communication with customers while issues are being addressed by your technical teams.

Working Within CRM, Ticketing & Service Systems

Our teams can work directly within your approved CRM, ticketing, and service management systems. All calls, emails, and messages are logged consistently and in real time, providing a single source of information and supporting continuity across customer support and service operations.

Management Information Reporting

Lemon provides clear management reporting to support operational oversight and regulatory requirements. Reporting can include contact volumes, call reasons, fault categorisation, escalation activity, response times, and unresolved issues, supporting service review, audit requirements, and continuous improvement.



TECHNOLOGY

At **Lemon Contact Centre**, our technology environment is designed to support telecoms and broadband providers operating in SLA-sensitive, high-demand service environments.

Our infrastructure is hosted within Amazon Web Services (AWS), providing enterprise-grade scalability, security, and resilience. This cloud-based foundation enables us to manage fluctuating contact volumes, including spikes during service incidents or outages, while maintaining operational visibility and control.

We utilise the Genesys Cloud contact centre platform to manage voice and digital channels, supported by structured reporting and real-time analytics tools that provide insight into call volumes, fault categories, escalation activity, and response trends. This allows service managers to monitor performance and identify patterns that may affect service delivery.

Lemon works directly within client-approved CRM, ticketing, and service management systems. Our operators log faults, enquiries, and updates in real time, ensuring accurate categorisation and consistent escalation without introducing parallel processes. This supports traceability, auditability, and efficient coordination with service and network teams.

Where appropriate, operators use structured triage tools, diagnostics frameworks, and agreed knowledgebases aligned to your procedures. This supports consistent information capture, correct prioritisation of faults, and timely escalation to on-call engineers or service teams.

To enhance oversight, we deploy AI-enabled quality monitoring tools that analyse interactions for adherence to agreed scripts, triage processes, and escalation pathways. This strengthens our quality framework, supports SLA alignment, and helps identify recurring themes or potential service risks.

Our technology estate operates in line with recognised quality and information security standards, including ISO9001 and ISO27001 certifications. This enables telecoms providers to scale support confidently while maintaining governance, data security, and operational discipline.



ISO CERTIFICATIONS

We are committed to upholding and exceeding international standards in the form of ISO certifications, as well as PCI DSS compliance for secure card payment processing and GDPR compliance for data protection. Furthermore, our ISO certifications are awarded by UKAS-accredited auditors, providing you with complete confidence in the quality and security of our services.

When you outsource, you entrust a third party with access to your data. At Lemon, we have the expertise and robust technical controls necessary to ensure its safety and security.



Certificate Number 19365

ISO 9001 – Quality Management

ISO 9001 outlines a comprehensive quality management framework that underscores our commitment to service excellence. It ensures we consistently meet customer expectations while fostering continuous improvement in our performance.



Certificate Number 19365

ISO 27001 – Information Management Security

ISO 27001 is the globally recognised gold standard for securing information. Achieving this certification demonstrates our unwavering commitment to safeguarding your information assets, giving you peace of mind that your data is protected.

“ Lemon works as an extension of our support team, handling customer enquiries and fault reports accurately within our systems. Their structured approach and responsiveness help us manage volumes effectively without compromising control or service standards. ”

Operations Director
Telecoms Provider



SERVICE PACKAGES

	BRONZE	SILVER	GOLD	PLATINUM
Dedicated agents				✓
Shared agents	1000 mins	>1500 to 5000 mins	>5000 mins	Overflow optional
24/7 support	✓	✓	✓	✓
Call answering	✓	✓	✓	✓
Email management		✓	✓	✓
SMS		✓	✓	✓
Web messaging			✓	✓
Messaging apps (e.g. WhatsApp)			✓	✓
Third party systems and portals		Up to 5	Up to 5	Unlimited
Quality framework	Standard	Standard	Bespoke	AI-enhanced
Service level agreement	Standard	Standard	Bespoke	Bespoke
Service level reviews	Biannually	Quarterly	Monthly	Weekly
Live dashboard			✓	✓
On-call matrix	✓	✓	✓	✓
Triage tool		✓	✓	✓
Knowledgebase		✓	✓	✓
Call recording	✓	✓	✓	✓

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Lemon

**Lemon Business Solutions Ltd is a company registered in England and Wales with
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