

TOWN LEGAL

A leading boutique planning law firm



*Town Legal's primary objectives were
BETTER SERVICE & BETTER TERMS
on its recent contract renewal*

Challenges

- Town Legal experienced ongoing frustration with inadequate service and support from its independent mobile phone agent. This led them to seek a provider offering improved service and more favourable terms
- While keeping costs under control was essential, securing better terms – such as free European roaming and a unified contract renewal date - was equally important
- Town Legal also desired proactive account management support, so they could avoid the hassle of long waits on a helpline for assistance

Solution

Billmonitor set out to meet Town Legals requirements by offering:

- A competitively priced renewal on Vodafone, with enhanced contract terms
- Seamless service with dedicated and highly skilled account management
- Detailed monthly cost and usage reporting

Billmonitor managed the entire account transfer process, ensuring clear communication at each stage to keep Town Legal informed of the progress in a timely manner.

Results

- A competitively priced contract with **NEW CO-TERMINUS** for all current and future connections
- **NO TERMINATION FEES** as Billmonitor managed these during the account transfer
- **CASH BACK REBATE** covering over 100 roaming Vodafone passes
- New monthly reporting with **HASSLE FREE ACCOUNT MANAGEMENT** by a dedicated team

Town Legal's profile

Town Legal LLP was established in 2016 by prominent figures in the planning law sector, specialising in providing expert advice on all aspects of planning law, across England and Wales. They serve a diverse range of clients, including developers, landowners, and public authorities.

One of their partners is a leading planning barrister, a distinction that sets Town Legal apart by adding significant value and efficiency to their advice.

Their services cover a wide range such as: strategic planning law advice, heritage law, legal audit of planning applications... just to name a few.

Town Legal
Established in **2016**
Location: **London**
Connections: **c.50**
Employees: **c.60**

Delivering better service and improved contract terms

Town Legal had a clear vision for what it wanted from a new service provider: a more supportive and reliable account management service, along with improved contract terms. These included free European roaming and cost-effective solutions for both current and future connections.

The Billmonitor team devised a tailored solution to address these needs. Vodafone, the current network provider, could not offer the desired flexibility. Billmonitor resolved this by negotiating a cash refund to ensure free European roaming, guaranteeing a minimum of 100 roaming days in Europe – exceeding Town Legal's historical requirements.

Recognising that the previous mobile phone agent had been unresponsive, Billmonitor prioritised a smooth transition, which ensured the transfer of connections completed on time. A mobile phone account with Vodafone, to include relevant usage alerts and spending caps from day one, was also set up.

To further enhance the service, Billmonitor introduced a dedicated support email for Town Legal, enabling prompt responses to any inquiries. Additionally, a new monthly reporting system was implemented, focusing on key usage trends and spend analysis to provide actionable insights.

Unprompted feedback from Gavin Curtis, TOWN Legal's Head of IT on Billmonitor's work post implementation:

"The communication from your team is quick and efficient and it is a massive improvement from our previous provider"