

# Customer Service

## FIELD OF ACTIVITY : CONSUMER TELECOM



Calls  
incoming



Monday to Saturday  
From 08h to 20h

## SERVICES PROVIDED:



Request for information.



Claims management.



Consumer support.



VIP customer support.

## VOLUMETRY :



**10 000**

Incoming calls per  
month

## SPECIFICATIONS :



Service commitments: **QS >= 96%**



Customer experience rating: know-how and expertise: **>= 92%**