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PRESS RELEASE

STARCOMMS IPCC TO GENERATE MORE JOBS FOR NIGERIANS

Nigeria's innovative telecommunications company, Starcomms Plc has said that its recent investment in the introduction of Internet Protocol Contact Centre (IPCC) is part of the company's strategy of Providing on going employment unemployment in the country, besides delivering the most effective customer care service.

The IPCC is a user friendly internet base customer care **contact centre** that has two dedicated self-care lines through which Starcomms customers access vital information, latest news about Starcomms products and services as well as lodge their complaints.

The Chief Commercial Officer of Starcomms, Mr. Tushar Maheshwari said that the deployment of the IPCC is in a way part of Starcomms response to the growing number of customers and their changing needs, which will therefore require expansion of the operation of the company.

He said that the process is a continuous exercise adding that since Starcomms will continue to improve on it, more jobs will therefore be created through it from time to time.

Maheshwari also said that as a publicly quoted company, Starcomms commitment in the industry goes beyond ensuring that Starcomms customers continually get superior experience through the IPCC, stressing that it is also committed to the growth of the Nigerian economy, hence it is using the IPCC to create jobs.

He said that the IPCC, which has two dedicated Self-Care lines: *444 and 07028000444 comes with a multilingual Interactive Voice response service (IVR) which offers customers services in five languages: English, Hausa, Yoruba, Ibo and pidgin.

The newly unveiled IPCC, according to him, gives prepaid voice customers the option to make balance inquiry, tariff inquiry, tariff charge for roaming customers, dash me credit together with Caller Ring Back Tune (CRBT). The dedicated lines allow customers to directly enter into the self-care portal to get the help they require.

He further said that with the IPCC data customers on Starcomms broadband services are now able to carry out inquiries about the services they desire, check their balances and validity. And post paid, know their credit limits, billed amount, unutilized amount, due date, last payment details using the IVR of the IPCC.

Describing it as a crucial aspect of customer care in Starcomms, he said that the IPCC is an essential aspect of effective delivery of customer care service relying on cutting-edge technology to give Starcomms customers value for their money and the best customer experience.