



ETISALAT LANKA (PRIVATE) LIMITED

Press Release  
FOR IMMEDIATE RELEASE

### **Etisalat retains top position for the consecutive fourth time**

For the successful fourth quarter Etisalat Call Centre has reported the highest performance across the last quarter among mobile telephone operators in Sri Lanka.

Bench marked against the Quality of Service (QoS) parameters set by the Telecommunication Regulatory Commission of Sri Lanka (TRCSL) on a monthly basis; Etisalat has managed to maintain the top position as the fastest call answering operator when a customer calls the call centre hotline.

“We have been constant in our performance in 2016. I thank the entire team who stretched and worked committedly around the clock in assisting customers and providing the quickest access to an agent by a mobile operator in the country,” Etisalat Lanka’s Director Consumer Customer Experience Erash Fernando commented.

As a mobile service provider who is constantly looking at providing personalised attention to their customers and deliver exceptional service standards Etisalat Call Centres is driven to improve their key performance indicators whilst improving turnaround time and first contact resolution.

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