

# The CONNECTION



## March 2018

Welcome to yet another exciting edition of the Connection where we keep you informed on the developments that pave way for an enhanced client experience. TelOne is on a drive to improve service delivery and client experience to all clients around Zimbabwe.

### MARCH IS CLIENT SERVICE MONTH!!!

Thank You For Your **FEEDBACK**

I am on a mission

MISSION 10/10

**WE AIM TO DO BETTER**

Our clients have spoken and we have listened. In response to the feedback TelOne has embarked on a journey to improve service delivery and client experience.

As we celebrate Client Service Month and beyond, we are rallying everyone within the TelOne team to be client focused as we strengthen our commitment to:

- Reduce faults and turnaround time for resolutions.
- Improve efficiency on all our support platforms.
- Maintain a 24hr responsive Contact Centre available via phone and online platforms.
- Work with stakeholders to reduce network vandalism and the consequential downtime.



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Harare: 041 783 565/6, Bulawayo: 091 717 780 or 886 688  
Gweru: 054 231 794 or 230 817, Mutema: 020 6385 or 6766  
Mberera: 010 263 284 or 263 384  
Toll Free: 950 or 041 700 950  
TelOne Zimbabwe | TelOneZW

**TelOne**  
Bringing You Together

As part of this year's Client Service Month, TelOne will be running several exciting activities both for staff and clients. Among the activities to look forward to include;

#### **Back-to-the-Floor by Management**

TelOne management will serve clients and go to the field with the operations team as a way to encourage and appreciate the experiences of our teams and valued clients.

#### **Client Engagement Sessions**

Clients will get the opportunity to discuss service issues with TelOne management in a relaxed environment.

#### **Focus Groups**

Focus groups will address the several experience challenges being faced by customers and coming up with workable solutions that will aid in the satisfaction of clients.

#### **Online Surveys**

To improve on service delivery, TelOne is conducting a Client Satisfaction survey to get the experience of clients, as we aim to provide a memorable client experience.

TelOne has declared March as its Client Service Month in what has become part of the service culture on the organisational annual calendar for the third year now.



## INTRODUCING MISSION 10/10



During the Client Service Month an internal service campaign was launched dubbed **Mission 10/10**. This is a drive to rally everyone within the TelOne team to be client focused.

As we celebrate Client Service Month and beyond, we strengthen our commitment to do the following:

- **Reduce service faults and where the faults occur, resolve them timeously**
- **Be prompt and timely in the provision of our products and services**
- **Accept and act on client feedback, communicate and give clients feedback on all issues of concern**
- **Resolve all client queries on the first contact**

**I am on a mission**



## UPDATE YOUR DETAILS TO HELP US SERVE YOU BETTER

As part of our drive to provide exceptional service, TelOne is currently in the process of updating clients' database. Update your data now and stand a chance to win big.



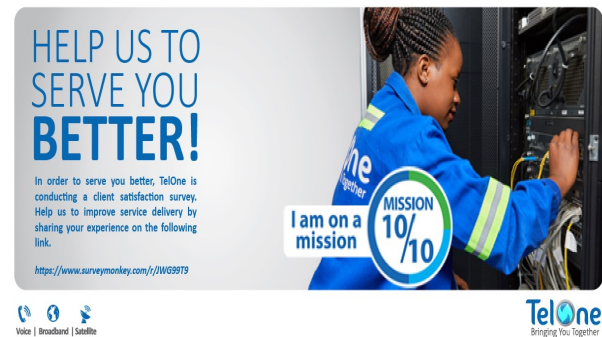
Clients can update their details as follows:

- Email address
- Telephone number/ account number
- Mobile number
- Subscribed service

using the listed channels;

- Email address **update@telone.co.zw**
- WhatsApp **0719 700 950**
- Via the TelOne website [www.telone.co.zw](http://www.telone.co.zw)
- Via a hardcopy form instore

## WE VALUE YOUR FEEDBACK



TelOne invites you, our valued clients to participate in a satisfaction survey to help us to serve you better. As we focus on client experience, your feedback is important to us. Kindly take part in our survey, visit <https://goo.gl/aaJHFX> and share your experience.

**Happy Client Service Month....**