

PRESS RELEASE

Biznet Networks Raih Predikat "Excellent" Service Performance di Ajang Contact Center Service Excellence Award 2013

19 Maret 2013 – Layanan Call Center Biznet Networks memperoleh predikat "Excellent" Service Performance untuk kategori industri penyedia jasa internet di ajang Contact Center Service Excellence Award 2013. Acara yang memberikan penghargaan di kalangan industri pelayanan ini kembali digelar tanggal 7 Maret 2013 di Balai Sarbini, Jakarta. Acara ini rutin diadakan dan diselenggarakan oleh Majalah Service Excellence (grup Majalah Marketing) dan Care Center for Customer Satisfaction and Loyalty (Care-CCSL).

Penghargaan diserahkan oleh Bapak Suhartono Chandra, Principal Consultant Frontier Consulting Group, dan diterima oleh Ibu Lenny Moniaga selaku Vice President Operation Biznet Networks. *"Saya mewakili seluruh tim Biznet Networks merasa sangat bangga dengan hasil kerja keras seluruh tim, khususnya tim Customer Care & Premiere Care kami, yang selalu siaga melayani 24 jam. Dengan adanya award ini, kami semakin terpacu untuk terus melayani dengan lebih baik lagi,"* ujar Lenny.

Adi Kusma Presiden Direktur Biznet Networks juga menambahkan, *"Award ini bisa tercapai berkat kerja keras tim Customer Care & Premiere Care dan solidnya seluruh tim Biznet. Penghargaan ini akan terus kami pertahankan dengan selalu memberikan yang terbaik untuk pelanggan."*

Layanan Biznet Care dapat dihubungi melalui nomor 500988 dan layanan max3 care melalui nomor 500933. Layanan Biznet Care dan max3 care juga dapat dihubungi 24x7 melalui media digital seperti email, Live Chat dan Skype. Selama enam bulan sebelum penghargaan, pihak penyelenggara telah melakukan *mystery call* secara acak ke call center berbagai perusahaan dan menilai performa layanan mereka. Hal ini terus dilakukan dengan tujuan untuk mempertahankan dan menyamaratakan kualitas layanan *call center* perusahaan-perusahaan di Indonesia.

Tentang Biznet Networks

Biznet Networks merupakan operator telekomunikasi fixed line dan multimedia terdepan di Indonesia, menyediakan layanan Jaringan, Internet, Data Center, Cloud Computing dan TV Kabel. Biznet Networks telah memiliki dan mengoperasikan jaringan Fiber Optic yang terbaru dan Data Center terbesar di Indonesia sejak tahun 2000. Informasi lebih lanjut seputar Biznet dan layanannya dapat dilihat melalui situs www.biznetnetworks.com

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PRESS RELEASE

Biznet Networks Received “Excellent” Service Performance Status from Contact Center Service Excellence Award 2013

19 March 2013 – Biznet Networks’ Call Center service received an “Excellent” Service Performance Award for Internet Service Provider (ISP) category, from the Contact Center Service Excellence Award 2013 award. The event that focuses on giving awards to Indonesia’s service industry was held on March 7th 2013 at Balai Sarbini, Jakarta. The annual event was organized by Service Excellence Magazine (Marketing Magazine Group), in cooperation with Care Center for Customer and Loyalty (Care-CCSL).

The award was handed by Mr. Suhartono Chandra, Principal Consultant at Frontier Consulting Group, to Mrs. Lenny Moniaga, Vice President Operation Biznet Networks. *“On behalf of Biznet team, I am very proud of the team’s hard work especially Biznet Customer Care & Premiere Care Division, who always give the best 24 hours service. With this award, we’re motivated to improve our service to be better,”* said Lenny.

Adi Kusma, President Director of Biznet Networks added, *“Thanks to Customer Care & Premiere Care Team hard work and Biznet’s Team loyalty, we have successfully achieved this award. We will always maintain this award by giving our best service to customers.”*

Biznet Care can be reached via phone 500988 and max3 care via 500933. Both Biznet Care & max3 care can be reached 24x7 via other electronic media such as email, Live Chat and Skype. Six months prior to the event, the organizer has done random mystery calls to companies’ call center to evaluate their service performance. This method was aimed to maintain and build the quality of call center services in companies in Indonesia.

About Biznet Networks

Biznet Networks is the leader of fixed-line and multimedia telecommunication provider in Indonesia, providing Network, Internet, Data Center, Cloud Computing and Pay TV service. Established in 2000, Biznet Networks has been providing and operating the latest Fiber Optic network and the biggest Data Center in Indonesia. For more information about Biznet Networks and its services, please visit www.biznetnetworks.com

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