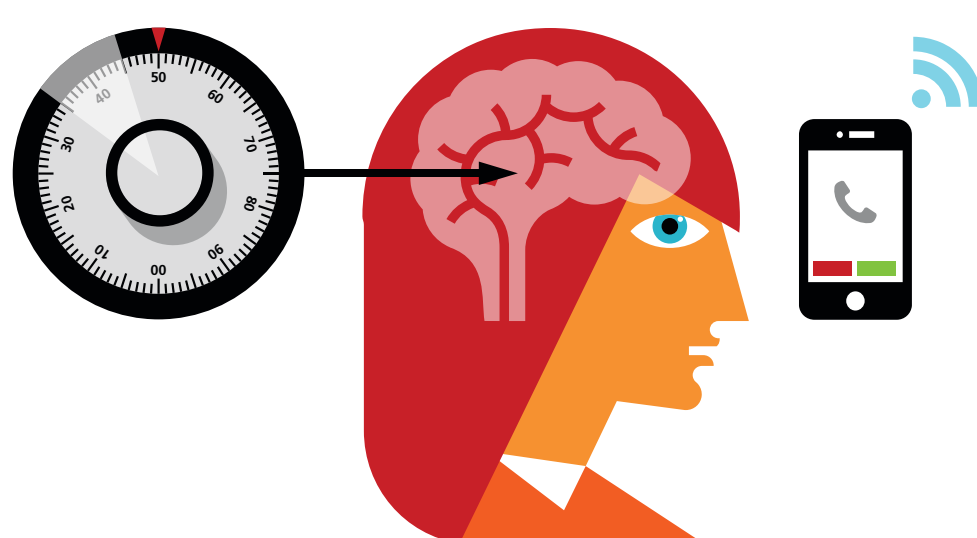
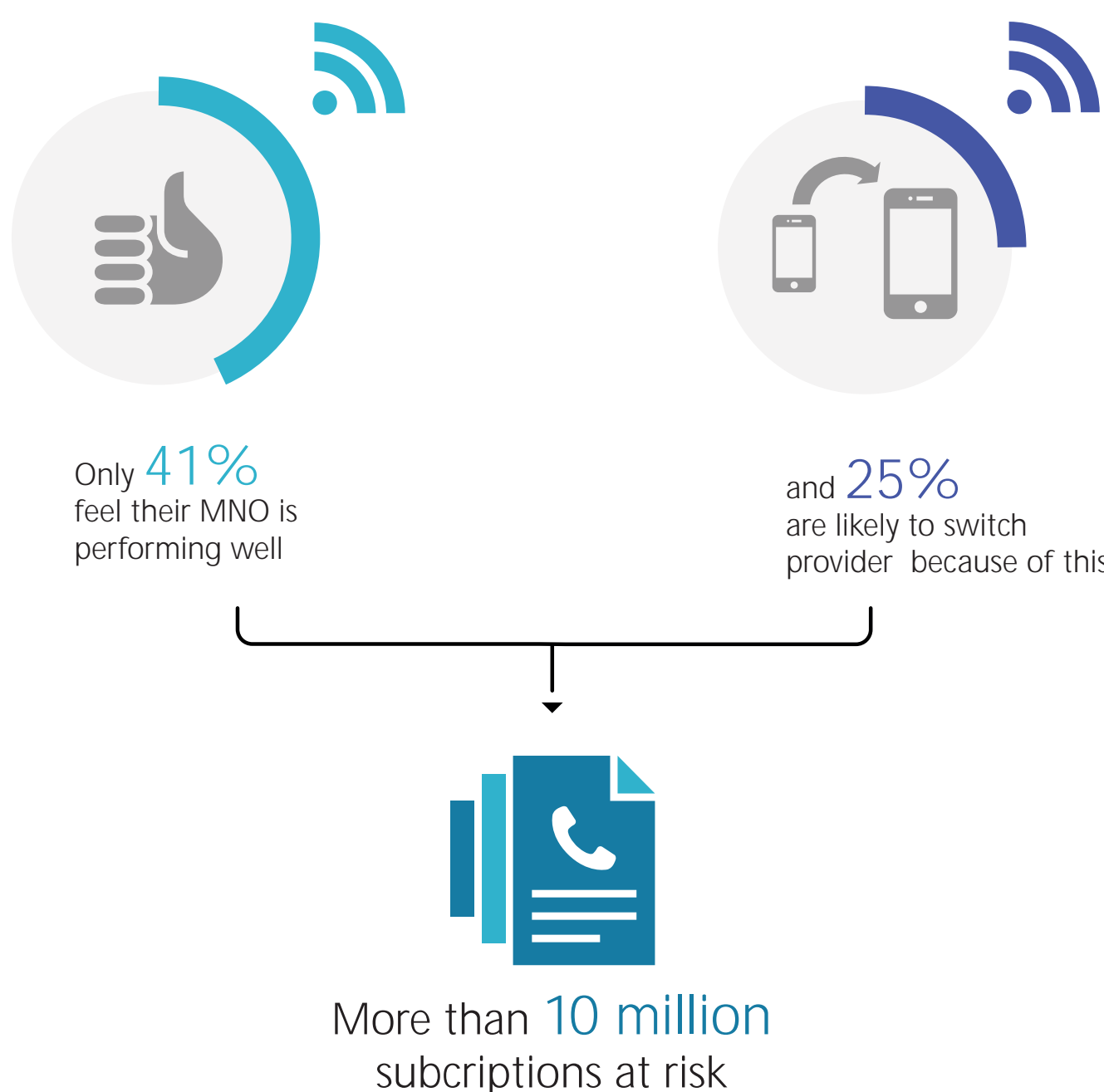


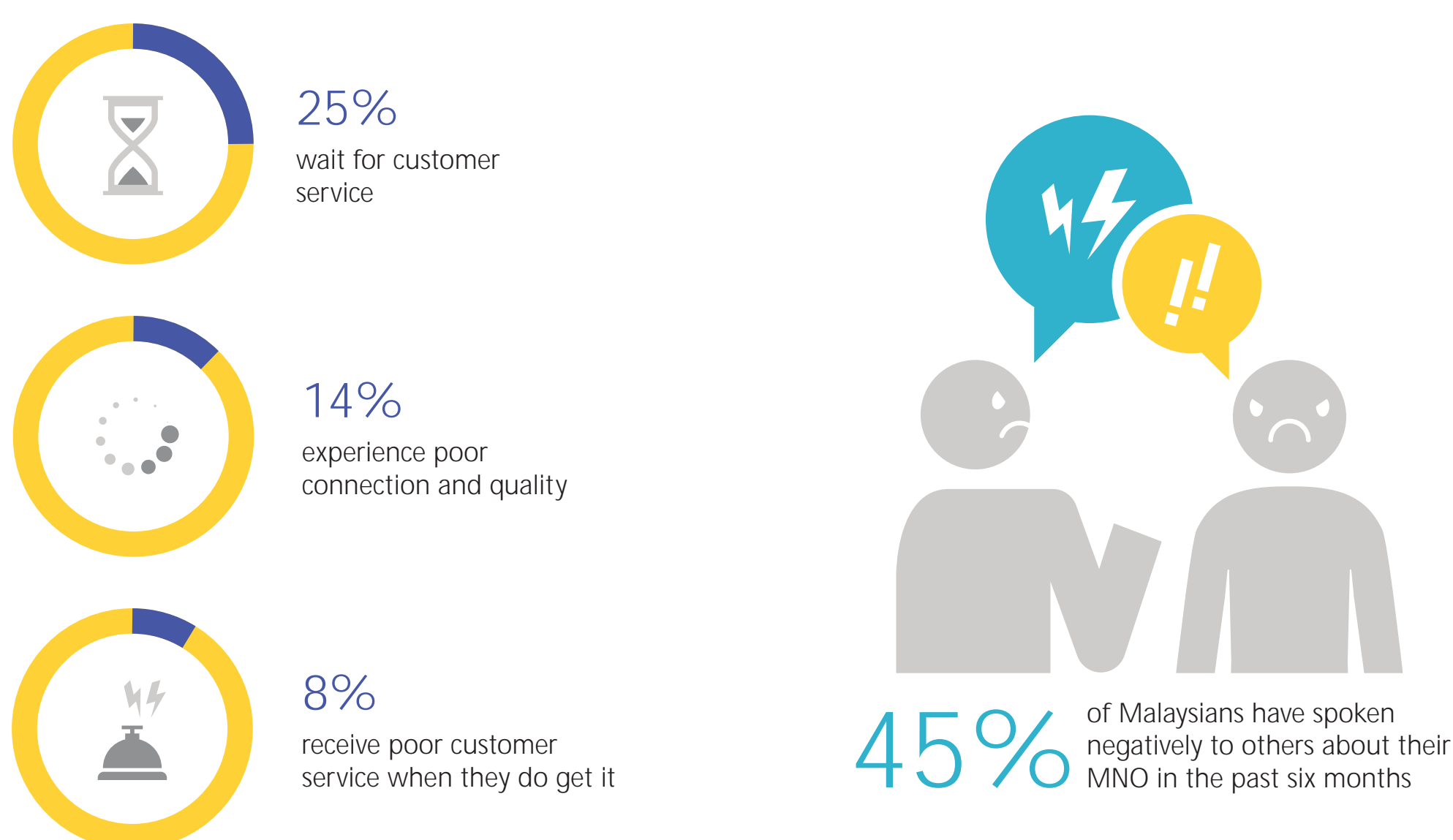
Cracking the Customer Code –Telco



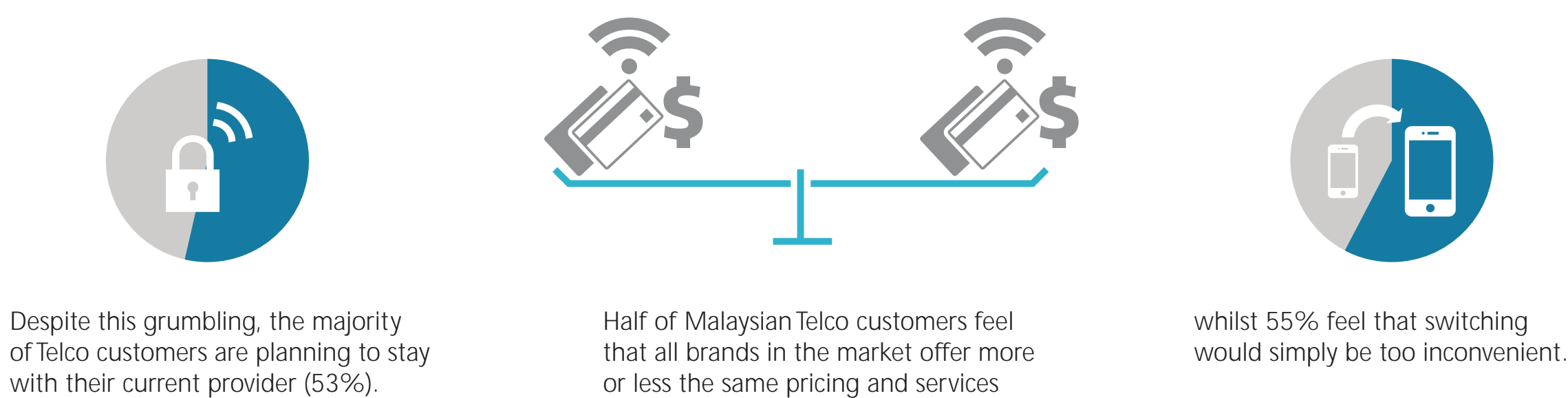
Delivering strong customer service is the key to growth for Malaysia's mobile network operators (MNO).



MNOs don't always get the basics right.



With so much indifference towards their provider, those that can offer something unique stand to win in the market.



TNS Malaysia conducted a study of 500 mobile phone subscribers in June 2014 to understand the elements of customer service that really matter to people.

To learn more about how we can help all kinds of organisation to deliver an optimal customer experience, please [get in touch](#).

