



Media Release



29 August 2018

JT shortlisted in world's largest and longest-running awards for customer services

JT has reached the final round in two categories of the 2018 European Contact Centre and Customer Service Awards, a major endorsement of its longstanding service to Channel Islanders. This comes shortly after the team was also shortlisted in the UK Customer Experience Awards 2018 for Customer Service Team of the Year, winners of which will be announced at Wembley Stadium in the autumn.

The only locally owned telecoms operator in the islands, is among a select group of international companies in the running for the Best Customer Service Team and Best Contact Centre of the Year (Small) categories.

The JT Customer Contact Centre services over 50,000 residential and business customers across the Channel Islands, as well as managed services for JT's international customers. This relatively small, dedicated team can receive on average 13,000 calls, 5,300 emails and 1,500 social interactions and live chats each month. They also respond to 999 emergency calls and provide a 24/7 service to 500 people who carry emergency call system alarms, so it is exciting to see this busy team recognised for their hard work and extremely high standards.

Overall, JT's strategy and focus are to deliver a consistent and high-quality customer experience and response across every 'touch point', however customers choose to interact with the company: be it in person, over the phone, through social media or via Livechat using their app or website. Since putting in place a dedicated Customer Experience Team a few years ago, all of JT's people who interact with customers; from engineers to sales teams, have received special training to ensure that the company provides the best possible service across the organisation.

Tamara O'Brien, JT's Group Head of Customer Experience, said: "Everyone at JT understands the part they play within the wider organisation in serving our customers to the highest possible standards. None more so than our Customer Experience Team because we recognise that, in our small island communities, our contact centre is not only a source of information but can also be a lifeline. Of course, this is literally the case with 999 calls, but it is also critical that every

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customer feels as though he or she is being looked after and problems will be fixed quickly and efficiently.

“I’m proud to say that customer experience is at the heart of what we do, and we’re delighted that our ongoing efforts and focus on continuous improvement, have been recognised by being shortlisted at these Europe-wide awards.”

Hosted by BBC presenter Fiona Bruce, the European Contact Centre and Customer Service Awards will take place in Battersea Park, London, on 27 November. Last year, more than 1,100 people attended.

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