

Vanco bags WCA “Best Customer Care” Award 2006

London 10 November 2006 – Vanco, the leading global Virtual Network Operator, has been awarded Total Telecom’s World Communications Awards 2006 prize for ‘Best Customer Care.’ Amongst the companies shortlisted were BT Global Services, TeliaSonera and NTT Communications.

The award recognises achievements for
Pro-active and pervasive customer care culture reporting against and meeting targets
Audited data on churn, responsiveness, and customer satisfaction
Application of technology to reinforce customer relationships and extend or enhance the service
Testimonials from customers
Future plans to improve or enhance the standard of service to customers.

The World Communication Awards have become one of the most prestigious events in the industry’s calendar. The 2006 Awards recognise outstanding achievement amongst telecom service providers at global, regional and national levels.

An orchestrated blend of a client aligned business model, innovative service tools and systems, and a client-focused culture throughout the company has been the reason that major multinational organisations, such as Siemens, Euromaster, Ford, British Airways, and IBM/Lloyds TSB, have selected Vanco.

The prize for the Best Customer Care category is awarded based on the decision of a panel of 13 judges from independent organisations such as The Economist, KPMG and the EVUA (Enterprise Communication User Group).

“Vanco has a customer retention rate of 97.8% and after 18 years still retains its first ever client: BCA. They have happy customers and a good attitude,” said the judges.

“Service Excellence is what Vanco sets apart from all its competitors. We have the capability to execute and help our customers to focus on improving their business processes and service offerings,” comments Allen Timpany, founder and CEO of Vanco. “Service quality isn’t something static that you can set up and keep, you have to work on it every day, which is exactly what we do at Vanco.”

About Vanco

Established in 1988, Vanco plc (FTSE: VAN) is the pioneering and leading global Virtual Network Operator. Vanco does not own telecoms assets and therefore has the freedom to source infrastructure from the most suitable Asset Based Carriers (ABCs) on a global basis. It provides enterprise clients, directly or through partners, with cost-effective, optimized and fully managed network solutions. Carriers can also extend their off-net reach by accessing, through Vanco, other carrier networks around the world.

With solutions available in 230 countries and territories, Vanco is selected by the world’s largest organizations to provide strategic network solutions. Its clients include Accor Hotels, Avis Europe, British Airways, Ford Motor Company, IBM/Lloyds TSB, Siemens, Pilkington and Virgin Retail.

Through the Vanco network solution clients get access to the greatest geographic coverage available through a single provider. Vanco offers incomparable flexibility to customize and adapt the solution in line with market changes and business priorities.

Vanco is recognized by the industry for its financial success and world class customer service delivery. A significant proportion of its investment capital goes into customer care which is reflected by the awards won, independent market research and client retention.

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