



Press Release

First Media Achieved Three Awards in Contact Center Service Excellence Award 2018

Jakarta, 10th April 2018 - PT Link Net Tbk through brand First Media, a leader and pioneer in cable and broadband Internet service industry in Indonesia achieved three awards from Contact Center Service Excellence (CCSE) Award 2018 with Excellent rank in Pay TV and Internet Service Provider (ISP) category and Good rank in twitter @FirstMediaCares.

PT Link Net Tbk Director of Operations, Edward Sanusi on this awarding night, said, "First Media has a big commitment in giving our customer an easiness to access broadband Internet services and cable TV, as well as to put concern in customer convenience by providing easy access of information for problem solutions. The contact center must be able to provide holistic information, so that customers can get complete information about the services. Therefore, we are very grateful that we can achieved this award, because it shows public trust and appreciation towards First Media."

Contact Center Service Excellence Award (Contact Center SEA) conduct by the collaboration of Service Excellence Magazine with Carre – Service Quality Monitoring (Carre – SQM) as an independent consultant who has consistently develops the services industry in Indonesia. Carre – SQM for 14th time conduct monitoring of contact center performance of all industries in Indonesia. Carre – SQM conducted monitoring and performance assessment of 371 contact centers in Indonesia for six months, starting from July to December 2017.

Survey Contact Center arrange by auditor Carre – SQM using experience audit method. Each contact center brand is called 8 times per month or total of 48 times a year. The measured aspect is to monitor the important indicators of a contact center, that consists of access, system, and procedures and human resources that will produce Index Service Level called Contact Center Service Excellence Index or CCSEI.

The winner of Contact Center Service Excellence Award is contact centers that reach top rank in Contact Center Service Excellence Index (CCSEI). Based on three indicators that use in the assessment process of CCSE 2018 award, First Media able to shows performance above and beyond industry average. This is supported by continuous innovation from First Media from the product side, as well as from content, technology and operations side.

In terms of access, First Media contact center always give best effort to meets the criteria of easy access, availability and speed to connect. In terms of systems and procedures, First Media invests in information technology to support the contact center in providing proper information. This information technology also helps human resources improvement. First Media is able to provide customer service with the latest information, so that it can create good understanding among customer towards problems and provide the solution.

“For us, this award is a proof of our commitment and hard work to serve our customers better and we will continue improve our services in various side of our services.” said Edward.

About Link Net – First Media

PT Link Net Tbk ("Link Net"), established in 1996, is the largest provider of services via cable in Indonesia, providing subscription of high quality television services, high-speed next generation broadband internet, and data communications under the brand “First Media”.

Link Net owns and operates a network of Hybrid Fiber Coaxial cable ("HFC") and Fiber-to-the Home (FTTH) that provide high-speed internet access services to retail and business customers. Link Net also operates a subscription television channel in collaboration with PT First Media Television ("FMTV"), its subsidiary.

Learn more at www.firstmedia.com

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