

BUS-400
Internship Final Report



Submitted to:
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20th December, 2009



A study on-
“Customer Satisfaction Index and Service Quality Assurance of Grameenphone Ltd.”

Letter of transmittal

27th December, 2009

Shawkat kamal
Senior Lecturar

BRAC Business School
BRAC University
Dhaka

Subject: Letter of Transmittal

Dear Sir

With due respect, please find the attached Internship report titled “**Customer Satisfaction Index and Service Quality Assurance of Grameenphone Ltd.**” This report is the culmination of my 3 months of internship at Grameenphone Ltd. I have tried my best to follow your guidelines in every aspect of doing this report . I earnestly thank you for your guidance during the preparation of this report.

For any further clarification, I will be more than glad to comply.

With Regards & Sincerity,

Farzana Chowdhury
ID - 04204009
BBS, BRAC University

Acknowledgement:

In preparing this report, support from a number of individuals were invaluable. Following few names, I must quote individually for special citation-

Mr. Shawkat Kamal – My academic supervisor, whose guidance and care inspired me and helped me out in case of doing the whole report.

Mr. Raji Al Mugni Khan, Deputy Manager, Customer Service, Grameenphone Ltd. – My organizational supervisor, who despite his over-demanded schedule, always found some time to advice and guide me in the right direction.

The members of the consumer group (10th floor) of Grameenphone – My colleagues, who helped me tremendously in completing my research within a specific time.

My sincere gratitude towards all of them.

Finally I would like to apologise for the unwilling errors.

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Executive Summary:

As a market leader, GrameenPhone Ltd. is continuously coming up with new ideas regarding its products and services. Recently, the company is mainly focusing on the after sales services, non-voice services and the quality of all the services. Because, the company knows in near future, voice based services will reach to the maturity stage which will make the business growth constant to some extents. Hence, the company is trying to maintain the leading position by providing and maintaining the quality services. These attributes are working as a building block to increase GP's service value.

Hence through this internship report, I have tried to find the relationship between customer satisfaction and the service quality. Comprehensive information was taken from CSI (Customer Satisfaction Index) and SQA (Service Quality Assurance). The results of week-38 to week-45 were picked to analyze. MS Excel and various charts were used to analyze data.

The analyzed information shows that there is a gap between customer satisfaction and the service quality provided by the customer managers. Though the GP subscribers are aware about GP services, but they are not fully satisfied with those services. Most of them are dissatisfied because of the high call rate.

Now making subscribers satisfied will be the great challenge for the company. GP has to build a quality service line through various services like providing information proactively to the customers. Increased customer satisfaction status will raise the service value of GP, increase subscribers usages rate result increase revenue for GP. Now Grameenphone Ltd. has to consider the GAP minimization and maintain alignment with service offering and service quality to maintain the target level of CSI. Otherwise, in the long run new services innovation will not give its ultimate success.

1. Introduction

1.1 Background of the Report

Grameenphone Ltd. started its journey on March 26, 1997 and since then it has become the largest mobile phone operator in the country. The company is continuously improving and offering new services to add value. Along with GSM features Grameenphone Ltd. is offering Value Added Services (VAS), Special services, Push Pull services (various information based services through sms) and after sales service services.

Hence through this internship report, I have tried to find out the relationship between the CSI (Customer Service Index) with SQA (Service Quality Assurance) such as service quality of the customer service, proactive-ness and the selling ability of the customer managers etc. I tried to portray a picture of service quality of Grameenphone Ltd. and provide suggestion for further improvement. But continuous development of new product and service and selling of these services cannot simultaneously add value to the company like, if people do not understand why the product for and how they get benefited by using the product, the people would not buy the product or service. So, making subscribers satisfied by providing and selling GP services is the great challenge for the company.

1.2 Objectives

This report was designed to accomplish three objectives. From my point of view, these issues are very important to find out the gap between expectation and perception of the subscribers and to eliminate dissatisfaction. Through this study, I tried to attain the following objectives:

- (1) To find out the satisfaction level of Grameenphone subscribers.
- (2) To determine the current relationship between the customers and the customer managers who provided the services.

1.3 Scope of the study

GP knows that in near future, it has to add something more to the regular services, so that the company will reach to the maturity stage which will make the business growth constant to some extents. So, non-voice and value added services would be the determining factor in future. For that reason, they are preparing the offers with many more new services for their subscribers. But, if the continuous development of the way of providing services can not simultaneously well accept by the subscribers then it will neither worth much to subscribers nor add value to the company. Because, most of the customers will not understand the usage and benefit of the new product or service until they are informed and teach about that. So, it is very important to determine the acceptance level of the customers as we know the increased customer satisfaction status will raise the service value of GP, increase service status result increase revenue for GP. So, this research reflects the service acceptance level of the subscribers and will help to generate new ideas about future products and services along with proactively providing and selling of the services.

1.4 Methodology

The type of business research, which is used in this report, is of descriptive in nature. Through this descriptive research, the report determines the current status customer satisfaction level and the service quality of Grameenphone Ld.

I have used both primary and secondary data in this research. I collected raw values of different service attributes of different members of a particular group (Consumer Group) for primary data collection. I had conversation with my supervisor about the report and got the information regarding from where to collect the necessary data. To provide the information from CSI (Customer Satisfaction Index) report and SQA (Service Quality Assurance), I had to mail to the Resource Management department and Human Resource department to get the permission. My supervisor also had to approve for this report which is based on CSI (Customer Satisfaction Index) and SQA (Service Quality Assurance).

I have also used printed reports available at SQA, CSI, annual reports, leaflets, brochures and the official web site as the sources of secondary data. I took the value of only a particular week as CSI data.

I have compiled the processed and collected information with the aid of various charts or graphs of MS Word.

1.5 Limitations of the study

- There were some limitations of access to information, which are strictly confidential for the company.
- All the information has to be approved by my supervisor which became time consuming for doing the report.
- Last but not the least; it won't be possible to obtain 100% accurate data since the report was done on a set of sample, not the entire population like I have used the SQA (Service Quality Assurance) information the members of a particular group (consumer group) not the entire members of customer service but the CSI report are based on each and every members. The correlation value (**0.19794133**) given as appendix-5, indicates that though I have taken the attributes of only a portion of the whole customer service which is minor but it has some impact on the customer satisfaction index.

2. Profile of the organization



Grameenphone Limited (Company at a Glance)

Type:	Limited	
Founded:	1997	
Head office:	Celebration Point, Road # 113 A, Plot 3 & 5, Gulshan, Dhaka, Bangladesh	
CEO:	Oddvar Hesjedal	
Industry:	Telecommunication	
Revenue:	BDT 1,628 crore	[As of second quarter of 2009, Public Relations Department, Grameenphone Ltd.]
Employees:	5052 (approximately)	[As per HR concerns]
Website:	www.grameenphone.com	

Grameenphone is a GSM-based cellular operator in Bangladesh. Grameenphone started operations on March 26, 1997. It is partly owned by Telenor and Grameen Telecom. The technology used by GP “GSM technology” is the most widely, accepted digital system in the world, currently used by over 300 million people in 150 countries.

Grameenphone Ltd. changed its logo on the 16th of November, 2006 to match its parent company Telenor's logo. According to GP the new logo symbolizes trust, reliability, quality and constant progress.

Grameenphone Ltd. is the largest mobile phone company in Bangladesh with 22 million customers as of 30 September 2009. It is also one of the fastest growing cellular telephone networks in Bangladesh. Grameenphone has built the largest cellular network in the country with over 10,000 base stations (as per information taken from IT) in more than 5700 locations. At present, nearly 98% of the country's population is within the coverage area of the Grameenphone network.

Grameenphone has been approved for its initial public offering (IPO) by the Securities and Exchange Commission (SEC) of Bangladesh on 24 August 2009.

GP is best known for its service rather than its low tariff and value added services. GP believes in service, a service that leads to good business and good development.

2.1 Historical background of the company:

Grameenphone Ltd. got its license in 28th November 1996 by the ministry of Posts and Telecommunications before that only City Cell had this license. GP gradually covered the entire country and after roughly twelve years of operation, GP has managed to get a subscriber base of 22 million. It



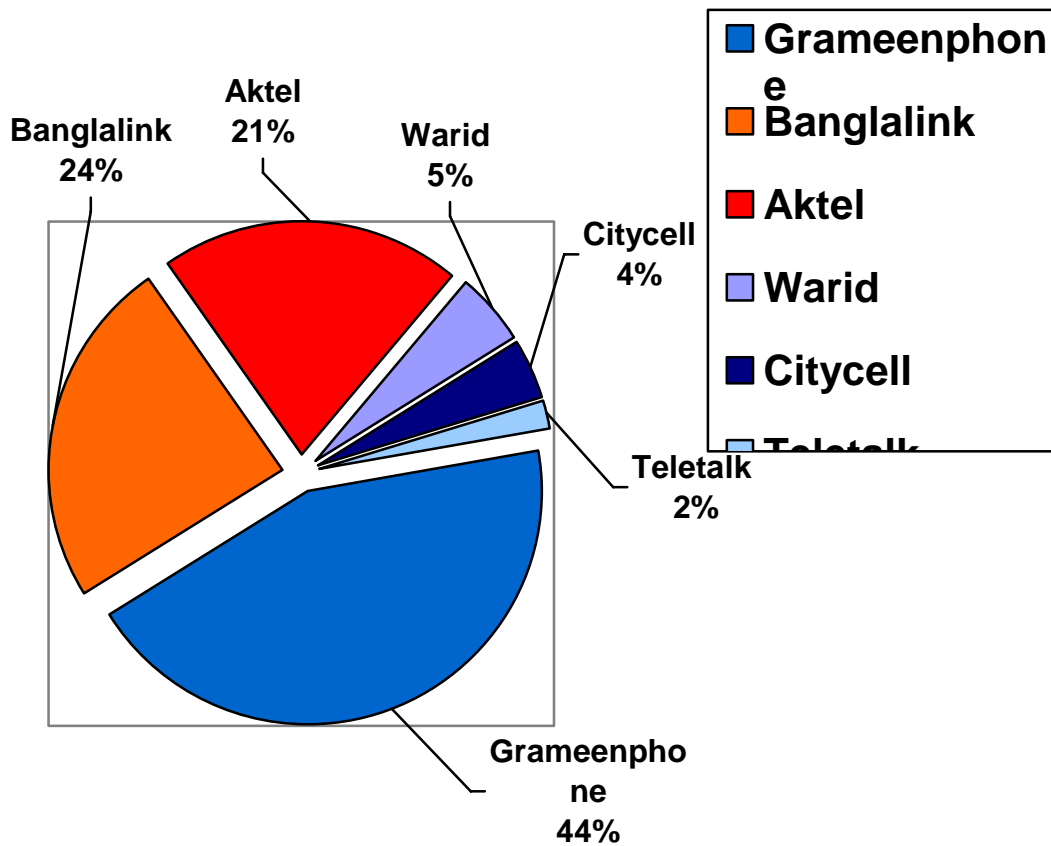
seems that GP is playing a dual-purpose role towards the Bangladeshi society. First and foremost is its profit objective. Its aim is to receive an economic return on its investments and to contribute to the economic development of Bangladesh where telecommunications can play a critical role.

Grameenphone Ltd. has been recognized for building a quality network with the widest coverage across the country while offering innovative products and services and committed after-sales service.

2.2 Market Share:

In Bangladesh in the area of telecommunication sector Grameenphone Limited is the

leading mobile phone company. There are total six mobile operators in this country. Among them Grameenphone Ltd. holds a market share of 44% as of 30 September 2009. The other operators and their market share according to the BTRC data as at 30 September 2009 are: Banglalink (with a market share of 24%), Aktel (with a market share of 21%), Warid (with a market share of 5%), Citycell (with a market share of 4%) and Teletalk (with a market share of 2%).



2.3 Vision

Company's vision is simple:

“We're here to help.”

That means we exist to help our customers get the full benefit of communications services in their daily lives.

In Grameenphone this defines;

- Make things simpler for our customers
- Continue innovation
- Provide full communication solution
- Continue as a partner in development for Bangladesh

2.4 Mission of the company

Grameenphone's mission is;

“We will lead the industry and exceed customer expectations by providing the best wireless services, making life and business easier.”

2.5 Strategy

Grameenphone's basic strategy is coverage of both urban and rural areas. In contrast to the "island" strategy followed by some companies, which involves connecting isolated islands of urban coverage through transmission links, Grameenphone builds continuous coverage, cell after cell. This strategy actually indicates that every single person will have a cell phone connection.

While the intensity of coverage may vary from area to area depending on market conditions, the basic strategy of cell-to-cell coverage is applied throughout Grameenphone's network.

2.6 Objectives of the company

Grameenphone has a dual purpose to receive an economic return on its investments and to contribute to the economic development of Bangladesh where telecommunications can play a critical role. This is why Grameenphone, in collaboration with Grameen Bank and Grameen Telecom, is aiming to place one phone in each village to contribute significantly to the economic benefit of the poor. The other objectives of the company are;



It wants to provide all its employees with challenging and rewarding work, satisfying working conditions, and opportunities for personal development, advancement and competitive compensation.



It wants to capture bigger market share.



It wants to achieve low operating costs.



It wants to offer broader and more attractive research for its products.



It wants to enhance the satisfaction of its consumers.

2.7 The Shareholders

Telenor

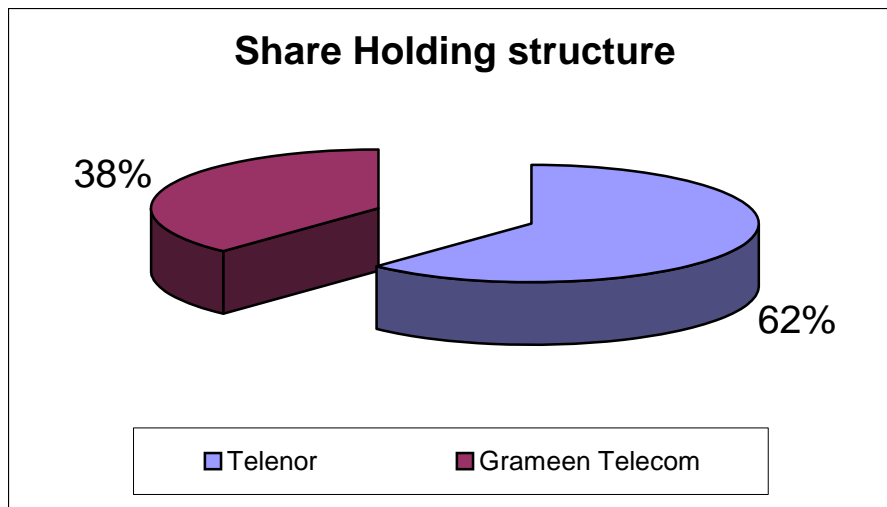


Telenor (62%) is the state-owned Telecommunications Company in Norway, a country with one of the highest mobile phone densities in the world. Telenor has played a pioneering role in development of cellular communications, particularly, but not exclusively, GSM technology. In addition to Norway and Bangladesh, Telenor owns GSM companies in Portugal, Denmark, Greece, Austria, Hungary, Russia, Ukraine, and Montenegro, Thailand and in Malaysia. Telenor is using the expertise it has gained in its home and international markets and putting it to use in an emerging market such as Bangladesh. Telenor has many alliances in other countries, bringing experience and competence, both technological and business, to ventures such as GrameenPhone. Telenor has opened a regional Asia office in Singapore, an expansion that emphasizes its 'No Barriers motto.

Grameen Telecom



Grameen Telecom (38%) is a not-for-profit organization and a sister concern of Grameen Bank, the internationally recognized bank for the poor with an expansive rural network and extensive understanding of the economic needs of the rural population. Grameen Telecom, with the help of Grameen Bank, administers the Village Phone services to the villagers and trains the operators as well as handles all service-related issues. Grameen Bank covers 40,486 villages, or 60 percent of rural Bangladesh through its 1175 bank branches. Grameen Telecom's objectives are to provide easy access to telephones in rural Bangladesh, introduce a new income-generating source for villagers, bring the Information Revolution to villages and prove that telecommunications can serve as a weapon against poverty.



2.8 Social Responsibility by GP:

As a socially responsible company, Grameenphone Ltd. actively participated for the development of cricket in the country, especially for the youth development program of cricket. Grameenphone has entered into an agreement to sponsor the Bangladesh National Cricket Team.

GP was also the only company from Bangladesh, which worked for the development of primary education under the auspices of UNICEF. When called upon, Grameenphone also rendered cooperation to a number of cultural activities, with emphasis on children's development. Grameenphone Ltd. has an orphanage project. The orphanage is situated at Vatara Bazar, Baridhara, Dhaka. At present 75 children are residing there. Twenty five staff are employed for overall look after of the children. This project is funded by Telenor, the major(51%) share holder of GP.

To create awareness against deadly diseases like dengue, Swine Flue, Asthma, GP has published articles dealing with the preventive and protective measure of these diseases in their monthly newsletter and in form of booklets. GP has also provided in field and in house training to create awareness among people of different classes of society. GP uses its sources in its regional offices in Chittagong, Rajshahi, Khulna And Sylhet to create

awareness against this disease in those cities. For example, with collaboration to Dhaka City Corporation GP has sprayed aerosol for destroying mosquito in different areas. GP has sponsored Cleanliness programs in its own locality and in slam areas of Gulshan to prevent the breeding of mosquitoes and for healthy environment.

Grameenphone HSE team has worked extensively to create awareness about personal & community health & hygiene. Each year GP arranges a yearly HSE (Health, Safety & Environment) week. One of the regular programs of HSE week is blood donation camp in GP Head office & regional offices. Moreover round the year GP helps in arranging voluntary Blood Donation camps and works through seminars and camps to produce awareness between mass people about blood donation. GP maintains a database containing the information about blood groups of all the employees. When any employee or his family or friend needs blood, he can contact HSE personnel and get contacted with the persons having the required blood group.

2.9 Numbering Scheme:

The numbering scheme used by Grameenphone for its subscribers is;

“+880 17 nnnnnnnn.”

After having 1 million total subscribers GP added 1 to their number scheme like +880 171 nnnnnnn. Previously the starting 5 digits showed the product types like 01717 for djuice, 01715 for prepaid (smile), 01714 for postpaid etc. But now this is not mandatory that a particular product must have a particular serial of number like 01713 can be both for prepaid and postpaid number.

2.10 Products and Services:

Grameenphone offers subscription in two categories, Prepaid Subscription and Postpaid Subscription. Here I have mentioned only the names of the product, the tariff plan and the services are included in the appendix.

Prepaid subscriptions are 4 subscriptions are types. The first one is Smile which has nationwide and international mobile and land line connectivity. The second one is Djuice, a youth based mobile to mobile connectivity within Bangladesh. Now it has also the international connectivity. Another one is Business Solution which is for the SME companies. One has to show trade license to buy this kind of product. And the last one is Internet Sim (prepaid) which can be only used for internet and sms service.



On the other hand postpaid subscriptions are 3 are types. The first one is Xplore through which one can get nationwide and international mobile and landline connectivity. But it has a particular credit limit for usages exceeding which the connection will become disconnected and the user has to pay the dues to connect it again. It has a specific bill date. The second one is Business Solution which is only for the corporate clients. And the last one is Internet Sim (postpaid). It is very much like the prepaid one, the only differentiation is that it has a particular bill date and the unlimited internet can be used through his product.



Grameenphone also offers different value-added services (VAS) including such as EDGE, International Roaming, Welcome Tune, Miss Call Alert (MCA), Health Line (789), Voice SMS, BULL, E-bill [Post-paid] etc.

All the features and pricing of the products are given in the appendix-2 and appendix-3.

3. CSI and SQA:

Customer satisfaction is the extent to which a product or service's perceived performance matches a buyer's expectations. If the product or service's performance falls short of expectations, the buyer is dissatisfied. If performance matches or exceeds expectations, the buyer is satisfied or delighted.

Today's most successful companies are rising expectations—and delivering performance to match. Such companies track their customers' expectations, perceived company performance, and customer satisfaction. Highly satisfied customers produce several benefits for the company. Satisfied customers are fewer prices sensitive, remain customers for a longer period, and talk favorably to others about the company and its products & services.

Now-a-days most of the companies are trying to enrich the satisfaction level of the customers. A company can always increase customer satisfaction by lowering its price increasing its services, but it may result in lower profits. That is the point where the term "Service Quality" comes in front.

Service Quality is services that is consistent with customer expectations and stated obligation. Service quality defines all the related customer services including customer care, customer expectations, and performance of the service provider, values or various after sales services.

In this report I have tried to identify the relationship between CS (Customer Satisfaction) and SQ (Service Quality) of Grameenphone Ltd. based on the information collected from CSI (Customer Satisfaction Index) and SQA (Service Quality Assurance) report.

3.1 Customer Satisfaction Factors of Grameenphone

Grameen Phone is a highly growing mobile company. In mobile telecommunication industry, there are direct and indirect factors that influence customer satisfaction. I tried to focus on the most important factors that influence customer satisfaction at Grameenphone.

Currently after sales services is one of the very important factors in the mobile telecommunication industry. Grameenphone has extensive after sales customer care tools such as Airtime which is the core offering of Grameenphone. So, quality of communication, network availability etc. are the most important customer satisfaction factors. Another important factor is the Hotline (121). The centralized Call Management Center in Dhaka is managed by trained professionals and open round-the-clock, responding to subscribers' queries from all over the country where Grameenphone has its coverage. Interactive Voice Response (IVR) is a newly introduced service by Grameenphone Ltd. This is an automated hotline service. A Grameenphone subscriber needs to dial 121 to reach this service. After that she/he can get information regarding bill, usage, credit policy, bank name that receives GP's bill, FnF procedure, Edge Procedure and so on by choosing different options.

Grameenphone Centre (GPC) is working with the aim to provide all kinds of mobile phone related services to its subscribers. Grameenphone Centers are open from 09:00 AM to 08:00 PM everyday. Grameenphone Service Desk (GPSD) provides service at the rural and remote areas. Complaint Management deals with all sorts of written complain received through fax, letter by post and e-mail. In Outbound Calling Center employees are responsible to call back the subscriber to get feedback about the service quality. One of the major responsibilities of the unit is to identify all the dissatisfied customer and try to bring them back so that they stay with Grameenphone. The Corporate Customer Center aims to provide quality customer service to the country's preferential business customers.

3.2 Service Quality Factors of Grameenphone

As like customer satisfaction level, the service quality is also based on some factors. The SQA (Service Quality Assurance) team does their work focusing on some specific factors, which carry some numerical values. These values carry individual marking for particular calls. These calls are randomly picking by the SQA team members. The factors are such as Proper Greeting, which is specific and must for a customer manager (CM). The specific greeting is “Good morning/afternoon/evening. X speaking, how may I help u?” Here the customer manager has to provide his/her name clearly. Actively listening to the subscriber carries some more marks and helped the CM to identify the problem of the subscriber. It is always inspired not to interrupt in the middle of the speech of the customer. The CM has to ask Relevant questions which shows how much the CM is focusing on the problem stated by the customer and whether CM has understood the problem or not and then has to provide the solution. Inform proactively regarding means selling a particular product or service to a customer though he/she might not look for it. If the CM activates any service then it also brings some values and increases the SQA marks.

The other attributes focused to measure the SQA are tonality and decency in language, enthusiasm, patience of the customer manager and respect to the customers. For example, even though the customer is wrong, the CM cannot speak anything sounds rude. In that case the customer manager has to keep patience and tell the subscriber politely. Speaking with a proper pronunciation helps subscribers to get the correct information. Along with pronunciation basic knowledge on product and services and basic knowledge on service delivery process are also counted for measuring the SQA.

As like the welcome greeting, there is a specific closing for the customer managers like before closing the CM has to ask “Sir/Madam Is there any other way I can help you?” and then the CM has to say “Thank you for staying with us. Have a nice time”

3.3 Relationship between CSI and SQA:

To show the relationship between CSI and SQA, I have taken the CSI data of week-38 to week-45. That means the date of taken information is from September 7-13 to November 2-9, 2009.

On the other hand the information of SQA has been taken of the same dates, so that a relationship can be found out.

The taken information of both CSI and SQA are mentioned in the Appendix-1.

4. Findings of the research:

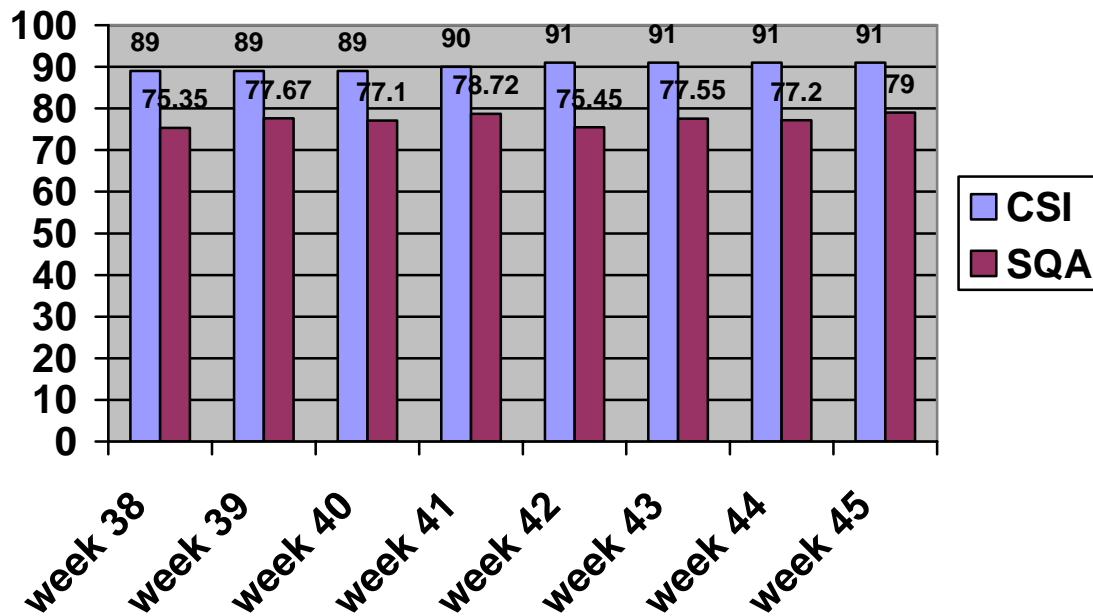


Chart-1

Now from **Chart-1**, we can find that in week-38 CSI was 89% and this value continue till week-40. In that period of time SQA was 75.35, 77.67 and 77.10. CSI started incrising from week-41 and became 90%. In this week SQA was 78.72. That means SQA increases along with CSI in that particular week. Then CSI became 91% from week-42 to week-45. Here the CSI remained same but SQA increases and became 75.45, 77.55, 77.20 and 79.

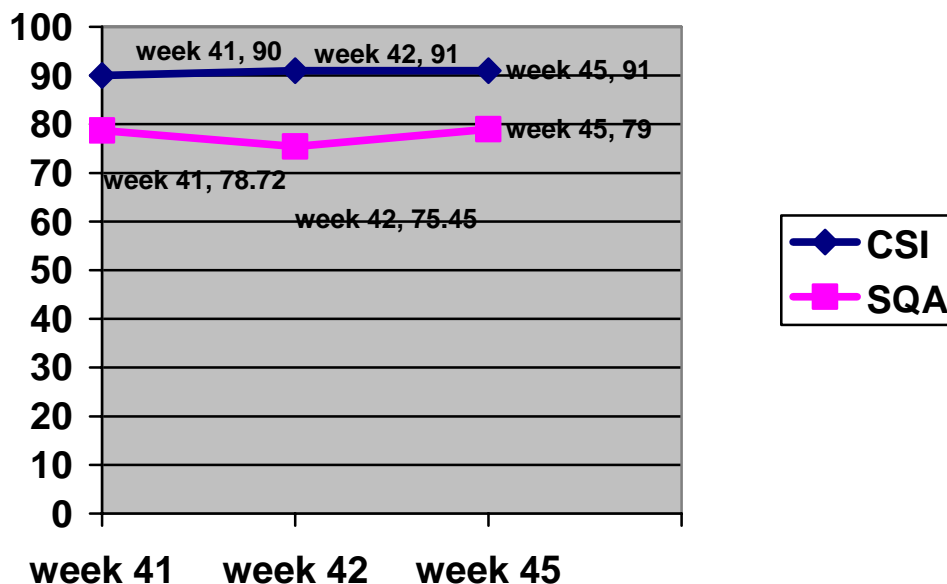


Chart-2

Here **Chart-2** indicates the increasing and decreasing of the values. It shows that though CSI increase from 90% to 91% in the week-41 to week-42 but in that case SQA decreases from 78.72 to 75.45. That means it is not must that if CSI increases, SQA has to be increased. Again we can find that CSI remained stable from week-43 (91%) to week-45 (91%) but SQA fluctuates here and become 79.

One thing has to be mentioned that overall the target CSI for Grameenphone Customer Service was 85% and in case of SQA the target was 78.

This research described that the subscribers of Grameenphone are not satisfied and that is why the CSI fluctuates. Again the SQA is also below the target in week-38 to week-40. This SQA or service quality of the customer service also has fluctuations. So from the overall view, we can say that Grameenphone has to take proper and accurate steps to come-up with higher satisfaction level of the subscribers.

Recommendation:

GP has all the potentials to grow up by utilizing their full capacity. In order to succeed and grow, GP must be able to adapt to the constantly changing surrounding environment. The following factors are to be taken care of greatly in this area:

- ✓ Product innovation capability; for coming-up with more new and innovative product services like 3G option.
- ✓ Low-cost production efficiency; so that the product and service price become lower along with quality.
- ✓ Use EDGE as vital weapon; to sustain as the market leader in future.
- ✓ Strong network of wholesale distributors/dealers; to make the delivery process faster so that the local stores won't become out of the product.
- ✓ Fast, accurate technical assistance; to provide faster and quality after sale service
- ✓ Favorable image/reputation with buyers; to make the cost lower and provide convenient locations to the buyers.

Among all the given strategies, application of a combined effort will help the most I believe. As Grameenphone concentrated a lot on their customer-base, the company should try to make its customers a vigor weapon to fight against any difficulty it faces. Along with changing the structural system, by adapting to newer and taxing revolutionize, GP can achieve success ahead of its competitors.

Conclusion

From Grameenphone's view, it believes Excellency in its service towards its subscribers. It is growing and at the same time being competitive. To keep up this upward trend and leading position absolute dedication to understanding and fulfilling their customer needs with the appropriate mix of standard service, reliability, improved technology and skilled as well as dedicated manpower is necessary.

I would like to conclude by restating the topic of my report, which is, "Relationship among CSI (Customer Satisfaction Index) and SQA (Service Quality Assurance)". From the analysis of the various information and charts, it is clear that GP's subscribers are not satisfied with different services of the company. As a result the satisfaction level of the customers fluctuates. My observations make me believe that if Grameenphone follows these recommendations; it will enable them to achieve a sustainable distinct competitive advantage and to run smoothly with loyal subscribers & market leadership.

Appendix:

Appendix-1

Service Quality Assurance					
Date	Agent Name	No. of Session	Average Score	Detail Score	Comments
2009-11-17	Arman Hossain	1	82.80	Click Here	Click Here
2009-11-17	Asif Iqbal Chowdhury	1	84.90	Click Here	Click Here
2009-11-17	Farzana Chowdhury	1	80.10	Click Here	Click Here
2009-11-17	Md. Salehin Khan	2	76.60	Click Here	Click Here
2009-11-17	Mehran Hossain	1	84.90	Click Here	Click Here
2009-11-17	Muhammad Ali Baker	1	80.10	Click Here	Click Here
2009-11-17	Rashed Sarwar	1	71.40	Click Here	Click Here
2009-11-17	Rubayet Ahmed	2	72.60	Click Here	Click Here
2009-11-17	Samia Husna	1	76.90	Click Here	Click Here

Detail score of - Farzana Chowdhury - (2009-11-17)	
1.a. ProperGreeting	100.0%
1.b. Clearly mentioned name	100.0%
2.a. Actively Listen to the subscriber	83.3%
3.a.1. Relevant questions asked	100.0%
4.a.1. Inform Subscriber regarding the proactive selling	0.0%
4.b.1. Activation by the CM	0.0%
5.a. Tonality & Decency in language	80.0%
5.b. Enthusiasm	80.0%
5.c. Patience	80.0%
5.d. Respectful to the Subscriber	80.0%
5.e. Pronunciation	80.0%
6.a. Basic Knowledge on Product & Services	80.0%
6.b. Basic Knowledge on Service Delivery Process	80.0%
7.a. Closing the conversation Properly	100.0%

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From: 01/10/2009 To: 31/10/2009 View

Team Leaders' Rating				Quality Assurances' Rating			
Team Leader	No. of Sessions	Average Score	-	Team Leader	No. of Sessions	Average Score	-
Md. Farhadul Islam	39	78.24	↓	Md. Farhadul Islam	173	77.01	↓
Md. Mustaque Ahmed	8	74.45	↓	Md. Mustaque Ahmed	123	79.79	↓
Memosha Akter	50	78.45	↓	Memosha Akter	135	77.43	↓
Mohammad Arifur Rahman	100	75.18	↓	Mohammad Arifur Rahman	174	77.44	↓
Mohammad Musfeq-us-Saleheen	19	71.59	↓	Mohammad Musfeq-us-Saleheen	63	77.28	↓
Raji - Al - Mugni Khan	97	77.72	↓	Raji - Al - Mugni Khan	151	75.78	↓
Sharmin Aktar	95	71.44	↓	Sharmin Aktar	134	78.48	↓
Tanup Kumar Datto	196	78.51	↓	Tanup Kumar Datto	136	79.81	↓
Zarif Ahmed Imrul Huda	115	72.55	↓	Zarif Ahmed Imrul Huda	148	76.05	↓
Summary	719	75.35	-	Summary	1237	77.67	-

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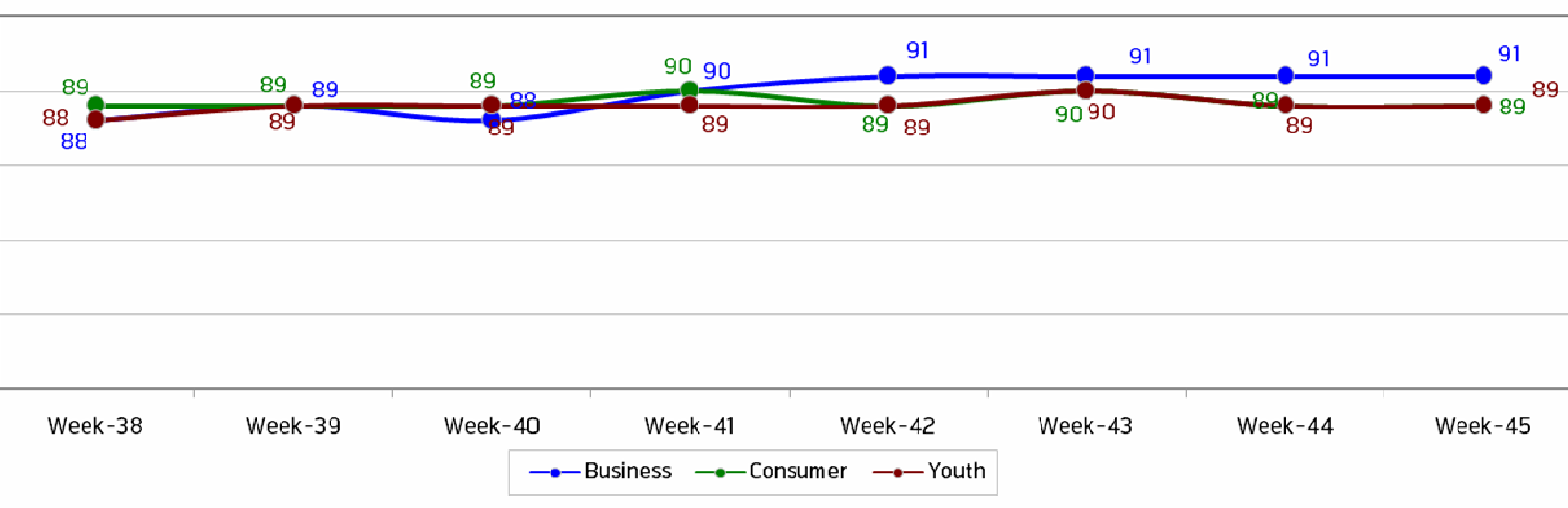
From: 01/11/2009 To: 30/11/2009 View

Team Leaders' Rating				Quality Assurances' Rating			
Team Leader	No. of Sessions	Average Score	-	Team Leader	No. of Sessions	Average Score	-
Md. Farhadul Islam	39	77.35	↓	Md. Farhadul Islam	166	78.83	↓
Md. Mustaque Ahmed	92	76.04	↓	Md. Mustaque Ahmed	85	78.96	↓
Memosha Akter	75	81.57	↓	Memosha Akter	137	78.33	↓
Mohammad Arifur Rahman	125	79.42	↓	Mohammad Arifur Rahman	173	78.79	↓
Mohammad Musfeq-us-Saleheen	4	69.95	↓	Mohammad Musfeq-us-Saleheen	69	79.11	↓
Raji - Al - Mugni Khan	58	78.41	↓	Raji - Al - Mugni Khan	159	77.64	↓
Sharmin Akter	77	74.72	↓	Sharmin Akter	145	77.85	↓
Tanup Kumar Datto	150	80.23	↓	Tanup Kumar Datto	149	80.48	↓
Zarif Ahmed Imrul Huda	118	76.17	↓	Zarif Ahmed Imrul Huda	144	78.51	↓
Summary	738	77.10	-	Summary	1227	78.72	-

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Team Leaders' Rating				Quality Assurances' Rating			
Team Leader	No. of Sessions	Average Score	-	Team Leader	No. of Sessions	Average Score	-
Md. Farhadul Islam	190	77.45	↓	Md. Farhadul Islam	459	77.07	↓
Md. Mustaque Ahmed	110	75.37	↓	Md. Mustaque Ahmed	307	79.40	↓
Memosha Akter	234	78.68	↓	Memosha Akter	375	76.52	↓
Mohammad Arifur Rahman	347	77.34	↓	Mohammad Arifur Rahman	459	78.04	↓
Mohammad Musfeq-us-Saleheen	37	69.44	↓	Mohammad Musfeq-us-Saleheen	187	77.93	↓
Raji - Al - Mugni Khan	254	76.99	↓	Raji - Al - Mugni Khan	408	76.11	↓
Sharmin Akter	267	71.64	↓	Sharmin Akter	391	77.28	↓
Tanup Kumar Datto	561	77.15	↓	Tanup Kumar Datto	373	79.90	↓
Zarif Ahmed Imrul Huda	349	75.00	↓	Zarif Ahmed Imrul Huda	418	75.69	↓
Summary	2349	75.45	-	Summary	3377	77.55	-



Appendix-2

Service...

BAR LIST

- NP Temporarily Barred
- BTRC Barred
- EDGE-Reactivation list

CREDIT MANAGEMENT

- Credit Mgt Info

CORPORATE

- Corporate Customer List
- SME Credit Limit
- Zone wise RM List
- RM list (Direct Sales)

EXTENDED CARD VALIDITY

- List

SERVICE INFORMATION / DIRECT SALES CLIENT

- List

DEACTIVATION PR & PD

- LKT

CONTENT PROVIDER DETAIL

- List

CELLBAZAR

- Service Description
- FAQs Cell Bazaar IVR
- FAQs Web based cell bazar
- Cell Bazaar User Manual

THE EDGE**EDGE**

- EDGE Features
- EDGE Service Business Logic
- EDGE Procedures
- EDGE Tariffs & Charges
- EDGE Check List for Test Line CM
- Prompt Based solution
- EDGE & BlackBerry Presentation

WAP

- Activation Process
- Compatible Handsets
- Wap Charges
- Wap Setting Process

INSTANT MESSENGER (IM)

- Instant Messenger
- IM Problems & Solutions
- IM User Manual - Java
- IM User Manual - Symbian
- Problem Solving Process
- Tips on IM

INTERNATIONAL ROAMING

- Menu

INSTA BILL

- Request Page

WELCOME TUNE

- Facts & Features

ERS (ELECTRONIC RECHARGING SYSTEM)

- BTR Business Rules
- BTR Procedures
- ERS Adjustment thr. SMS
- Flexload Balance Validity
- Flexload Post-paid
- Flexload Pre-paid
- Flexload Bonus FAQ
- VP-BTR Business Rule
- ERS ID & Passwords

MISS CALL ALERT (MCA)

- MCA Business Rules
- MCA Procedures

CAMEL

- Basic Information
- Tariff for Saudi Arab
- SMS plan for CAMEL

VAS

- All Service List & GP
- Fact Sheet SSLE
- 2666- Traffic Updates
- 2665- IVR
- GP-Bd Job Service Manual
- Breaking News & News
- Ring tone & Logo
- Voice SMS
- RTM SMS Interactive Prog
- Cancellation process: VAS
- Content service
- Mobile E-Mail [BS]
- SMS Plus [BS]
- Business Directory [BS]
- BULL
- Charging (BULL)
- Fact Sheet (BULL)
- GP WASH [BS]
- Web Self Care [BS]
- Cell-E-Mail
- SMS Chat
- Int Code G Listen
- SMS Banking [BS]
- Park2333
- IMU

HEALTH LINE (789)

- Description of Services
- Health Line 789 FAQ
- Conditions of using 789
- 789 for Outbound Roamer

THANK YOU OFFER

- Postpaid Thank you
- How to Check
- List of Discount Partners

TUNITAKI**EP List**

Appendix-3

New Start Up Price (Effective From 3 rd Dec. 09.)					
Product	Start Up Price	Preloaded Talk-time	Freebies		
			Bonus*	Free SMS	Free MCA
Smile	BDT 900	BDT 50	100	X	X
Djuice	BDT 900	BDT 50	100	50 [Dj-Dj with Unlimited Validity]	X
BS Prepaid	BDT 900	BDT 50	100	X	X
Xplore	BDT 900	X	X	100 [Both On & Off net with 3 months validity]	3 months
BS Postpaid	BDT 900	X	X	200 [Both On & Off net with 3 months validity]	X
GPPP & VP	BDT 900	BDT 50	X	X	X
Internet SIM (prepaid)	BDT 150	10	X	X	X
Internet SIM (Postpaid)	BDT 150**	X	X	X	X
Important note					
Preloaded Talk-time	Bonus*		Checking Procedure		
<ul style="list-style-type: none"> 30 Days Validity. Both On net and Off net Calls 	<ul style="list-style-type: none"> 7 Days Validity Recharge within 30 Days. Bonus BDT 50 [Maximum] To get the 1st bonus installment, subscriber has to recharge minimum BDT 50 within 30th day of activation. If subscriber makes the required recharge within the mentioned time, then he will get the 1st bonus installment of BDT 50 on 31st day of activation (dynamic). AND To get the 2nd bonus installment, subscriber has to make another recharge of minimum BDT 50 within 31st - 60th day of activation. If subscriber makes the required recharge within the mentioned time, then he will get the 2nd bonus installment of BDT 50 on 61st day of activation (dynamic). GP-GP calls only [Excluding any 49 paise call case] 		<ul style="list-style-type: none"> For Smile, Djuice, BS Pre, VP & GPPP- Pre Loaded Talktime: Dial *566# For BPO Pre Loaded Talktime: Dial *566*8# For Smile, Djuice, BS Pre Pre Loaded Talktime: Dial *566*8# For Djuice Pre Loaded 50 free Dj-Dj: Dial *577*3# For Xplore Free SMS: Dial 4777 For BS Postpaid Free SMS: Dial 4777 		

** In case of Internet SIM (postpaid), Advance Fee of BDT 850 shall be added with the SIM price.


Note: Recharge by Flexi-Load and Scratch Card is valid. But P2P Balance transfer is not eligible.



Smile Tariff			
Time Schedule & Charges-Outgoing	On net	Off net	Pulse in SEC.
Peak: 8am - 11.59am	BDT 1.50	BDT 2.00	30/30
Special hour: 12 pm - 3.59 pm	BDT 0.49	BDT 2.00	60(30/30 for Off-net)
Off peak: 4pm - 11.59pm	BDT 1.50	BDT 2.00	30/30
Night time: 12 am - 8 am	BDT 0.49	BDT 1.00	60
FnF (3 numbers) -All Time	BDT 0.49	N/A	60
Outgoing Call Charges			
	8am - 11.59am	12 am - 7.59am	
GP to BTCL charge (Local + NWD)	2.00 Tk./min	1.00 Tk./min	
*GP to ISD	ISD zone rate / min	ISD zone rate / min	
Economy ISD Calling	Economy ISD rate	Economy ISD rate	
Incoming Call Charges			
Mobile to Mobile	Free		
BTCL and ISD	Free		
Pulse			
Out going calls	30/30 sec (For Special Hour & Night time: 60 Sec)		
Incoming calls	No Pulse Applicable		
EISD (Economy ISD)	BTCL 15sec pulse is applicable only for ISD & EISD call		
F&F calls	60 Sec Pulse for 24 Hrs		
SMS Charge			
To FnF no.	0.50 Tk. / 160 character		
GP to GP	1.00 Tk. / 160character		
Gp to other operator	1.00 Tk. / 160character		
Gp to ISD	2.00 Tk. / 160character		
Push Pull	2.00 Tk.		
VSMS	2.00 Tk. / min (Send) 2.00 Tk. / Vsms (Reply, Forward)		
	1.00 Tk./min for old message retrieval		
MMS Charge	3.45 Tk. (Including VAT)		
MMS Tariff			
GP to GP	3 tk		
GP to E-mail	3 tk		
GP to Other Operator (Not Possible)	8 tk		
GP to International(Selected Operators)	15 tk		
GP to Port (Any competition)	5 tk		



Access Fee:	N/A	Bill Cycle:	N/A	F&F: 2 Numbers
Outgoing Call charge *				
	djuice to djuice	djuice to GP	Off net	Pulse in SEC.
Peak: 8am - 11.59am	BDT 0.49	BDT 2.00	BDT 2.00	60 (30/30 for djuice to GP or Off-net)
Special hour: 12 pm - 3.59 pm	BDT 0.49	BDT 0.49	BDT 2.00	60 (30/30 for Off-net)
Off peak: 4pm - 11.59pm	BDT 0.49	BDT 2.00	BDT 2.00	60 (30/30 for djuice to GP or Off-net)
Night time: 12 am - 8 am	BDT 0.49	BDT 0.49	BDT 1.00	60
F&F: 2 F&F no	BDT 0.49	BDT 0.49	N/A	60
Outgoing Call Charges				
		8.00 am - 11.59 pm		12.00 am - 7.59am
Djuice to BTCL (Local + NWD)	2.00 Tk./min*	(pulse 30/30)		1.00 Tk./min
*Djuice to ISD	ISD zone rate / min			ISD zone rate / min
Economy ISD Calling	Economy ISD rate			Economy ISD rate
Incoming Call Charges				
Mobile to Mobile	Free			Free
Pulse				
Out going calls	30 Sec from 1st min onwards.		For special hours & night time 60 SE	
Incoming calls	No Pulse Applicable			
F&F (djuice / GP) calls	60 Sec Pulse for 24 Hrs			
SMS Charge				
djuice to djuice	0.50 Tk. / 160character			
djuice to GP	0.75 Tk./160 character			
djuice to other operator	0.75 Tk. / 160character			
djuice to F&F (when no. is djuice)	0.50 Tk. / 160character			
djuice to F&F (when no. is GP)	0.75 Tk./160 character			
djuice to Other Operator	0.75 Tk./160 character			
GP to ISD	2.00 Tk. / 160character			
Push Pull	2.00 Tk. [2.00 Tk for voice call to IVR Port]			



Xplore Tariff			
Time Schedule & Charges-Outgoing	On net	Off net	Pulse in SEC.
Peak: 8am - 11.59am	BDT 1.30	BDT 1.30	1
Special hour: 12 pm - 3.59 pm	BDT 0.49	BDT 1.30	1
Off peak: 4pm - 7.59am	BDT 1.30	BDT 1.30	1
FnF: 4 FnF no	BDT 0.49	N/A	60
GP to BTCL (Local + NWD)	1.30 Tk./min		
*GP to ISD	ISD rate by BTCL		
EISD	EISD rate		
Access Fee:	Bill Cycle:		
100 tk. Free for those who didn't have access fee.	(Old-6,21)		
*Free for those subscribers older than 10 years (before 31st Dec. 1997)	(New-10,24)		
If the Subscriber's Airtime usage exceeds 450tk(excluding VAT) then Line	newly reconnected line's Bill Cycle- 6 or 24		
Incoming Call Charges			
Mobile to Mobile	Free		
BTCL and ISD	Free		
Pulse			
Out going calls	1 Second Pulse		
EISD (Economy ISD)	BTCL 15sec pulse is applicable only for ISD & EISD call		
Incoming calls	No Pulse Applicable		
FnF number calls	60 Second Pulse		
SMS Charge			
To FnF no	0.50 Tk. / 160character		
GP to GP	1.00 Tk. / 160character		
GP to other operator	1.00 Tk. / 160character(National)		
GP to ISD	2.00 Tk. / 160character		
Push Pull	2.00 Tk.		
VSMS	2.00 Tk. / min(Send) 2.00 Tk. / Vsms (Reply, Forward) 1.00 Tk./min for old message retrieval		
MMS Charge	3.45 Tk. (Including VAT)		
MMS Tariff			
GP to GP	3 tk		
GP to E-mail	3 tk		
GP to Other Operator (Not Possible)	8 tk		
GP to International(Selected Operators)	15 tk		

BS Pre-paid Tariff			
Time Schedule & Charges-Outgoing		On net	Off net
B. hour: 9am – 11.59am		BDT 1.00	BDT 1.20
Special hour: 12 pm - 3-59 pm		BDT 0.49	BDT 1.20
B. hour: 4pm – 5.59pm		BDT 1.00	BDT 1.20
Pr. Hour: 6.00pm – 11.59pm		BDT 1.50	BDT 1.50
Night time: 12 am – 8.59 am		BDT 0.49	BDT 1.00
FriF: 4 FriF no		BDT 0.49	N/A
Outgoing Call Charges			
	9:00 AM-5:59 PM	(6:00 PM-11:59 PM)	(12:00 AM- 8:59 AM)
GP to BTCL (Local + NWD)	1.20 Tk./min	1.50 Tk./min	1.00 Tk./min
GP to ISD	ISD rate by BTTB board		
Economy ISD Calling	Economy ISD rate		
Incoming Call Charges			
Mobile to Mobile	Free		
BTB, ISD	Free		
Pulse			
Out going calls	30 sec pulse for 1st min onward 60 sec pulse for 1st min onward at Night time: 12 am - 8.59 am		
Incoming calls	No Pulse Applicable		
FriF	60 Sec		
SMS Charge			
To FriF no	0.50 Tk. / 160character		
GP to GP	0.80 Tk. / 160character		
GP to other operator	1.00 Tk. / 160character		
GP to ISD	2.00 Tk. / 160character		
Call E Mail	2.00 Tk.		
Push Pull	2.00 Tk.		
VSMS	2.00 Tk. / min(Send) , 2.00 Tk. / Vsms(Reply, Forward) 1.00 Tk./min for old message retrieval		
MMS Charge	3.45 Tk. (Including VAT)		
MMS Tariff			
GP to GP	3 tk		
GP to E-mail	3 tk		
GP to Other Operator (Not Possible)	8 tk		
GP to International(Selected Operators)	15 tk		
GP to Port (Any Competition)	5 tk		

Business Solution Corporate Post-paid Tariff		
For Corporate & SME, Journalist Package, BS Channel Phone and Plan 50		
Time Schedule & Charges-Outgoing	On net	Off net
Business: 9am - 11:30am	BDT 1.00	BDT 1.20
Special hour: 12 pm - 2:30 pm	BDT 0.49	BDT 1.20
Evening: 3pm - 5:30pm	BDT 1.00	BDT 1.20
Pr. Hour: 6:00pm - 9:00am	BDT 1.30	BDT 1.30
Fr.Fr: 3 Fr.Fr no	BDT 0.49 (2 Fr.Fr)	BDT 0.80 (1 Fr.Fr)
30sec**	BDT 0.60	N/A
Outgoing Call Charges	9:00 AM-5:59 PM	6:00 PM next day morning 8:59 AM
GP to BTL (Local + NWD)	1.20 Tk./min	1.20 Tk./min
GP to ISD	ISD rate by BTL board	
Priority ISD Calling	Priority ISD rate	
Local & Int'l. Services		
Mobile to Mobile	Free	
BTL and ISD	Free	
Roaming		
Outgoing calls	30 Sec from 1st min onwards For special hours & night time 60 Sec	
Incoming calls	No. Pulse Applicable	
RF	60 Sec/Pulse for 24 Hrs	
CU**	3000 Sec/Pulse for 24 Hrs	
ESD (Economy ISD)	Economy ISD rate	
SMS Charge		
To Fr.Fr no	0.50 Tk. / 150character	
GP to GP	0.80 Tk. / 150character	
Community	0.80 Tk. / 100 character	
Fr.Fr (other operator)	1.00 Tk. / 150character	
GP to other operator	1.00 Tk. / 150character	
GP to ISD	2.00 Tk.	
Fr.Fr Net	2.00 Tk.	
Push Pull	2.00 Tk.	
VSMG	2.00 Tk. / air/Cond., 2.00 Tk. / VSMG/Back, Forward; 1.00 Tk./min for old message retrieval	
NMS Tariff		
GP to GP		0.15

GP Public Phone Tariff		
Time Schedule & Charges-Outgoing		
	On net	Off net
Peak: 8am – 11.59am	BDT 0.99	BDT 0.99
Special hour: 12 pm - 3.59 pm	BDT 0.49	BDT 0.99
Off peak: 4pm – 7.59am	BDT 0.99	BDT 0.99
Outgoing Call Charges		
GP to BTCL (Local + NWD)	Tk. 0.99 (Ex. Vat)	
GP to ISD	ISD rate by BTTB board	
Economy ISD Calling	Economy ISD rate	
Incoming Call Charges		
Mobile to Mobile	Free	
BTIB, ISD	Free	
Pulse		
Out going calls	1 sec pulse for 1st min onward	
Incoming calls	No Pulse Applicable	
Incoming Call Charges		
Mobile to Mobile	Free	
BTCL and ISD	Free	
Pulse		
Out going calls	GP to GP GP to Others	1 sec Pulse from 1st min onward 1 Second / Pulse
Incoming calls		No Pulse Applicable
EISD (Economy ISD)		No Pulse Applicable Only pulse applicable in GP's airtime part
SMS Charge		
GP to GP		1.50 Tk. / 160character
GP to GP		1.50 Tk./160character**
GP to other operator		2.00 Tk. / 160character
GP to ISD		2.00 Tk. / 160character
Push Pull		2.00 Tk.
VSMS		2.00 Tk. / min(Send) 2.00 Tk. /VSMS
VMS Charge		3.45 Tk. (Including VAT)
MMS Tariff		
GP to GP		3 tk
GP to E-mail		3 tk

Village Phone Tariff				
Charging Call charge *				
Call	Time	Out net	UT net	Price in SLV
Peak & Off peak hour	8am - 11.59pm	BDT 0.95	BDT 0.95	1
	4am - 07.59am	BDT 0.95	BDT 0.95	1
Special hour	12 pm - 3.59 pm	BDT 0.45	BDT 0.95	1
GP to BTCL (local + NWD)		BDT 0.95		
W/ community		BDT 0.75		1
*GP to ISD	ISD rate by BTCL			
ESD	ESD rate			
Pretexts			(Postpaid + Prepaid)	
Police			1 Sec (Flat)	
GP to BTCL			1k 0.99 (E.V. 100)	
GP to ISD			ESD rate by BTCL board	
Economy SD Calling			Economy ISD rate	
Monthly 24ccr/Bonus			10% bonus on daily usage*	
<p>* During special hour the lower call rate will be applicable. * All tariff conditions does not include of 15% VAT but inclusive of 18% working.</p>				
<p>Planus Model by: 10% bonus on per day usage of every RDT PC will be applicable after average of RDT 500 per month.</p>		<p>Direct *966*2* in Kanto for Bonus Release</p>		
<p>GP to BTCL (local, NWD) and other Private PSTN call Tariff is same as GP to other operator Call Tariff. There is no other additional charge for BTCL.</p>				
Incoming Call Charge				
Mobile to mobile ETC. and ISD		Free		Free
Price				
Outgoing calls				1 sec from 1st Minute Onward
Incoming calls				No Prepaid Available
ESD (Economy ISD)				No Prepaid Available Only prepa applicable in GTS airtime part
SMS Charge				
GP to GP				1.50 / sec / 160character (6.00am to 1.00am)
GP to ISD				2.00 T/c / 160character
GP to other operator				2.00 T/c / 160character

Appendix-4

http://www.grameenphone.com/index.php?news=467

Revenue increase in Q1 2009

Grameenphone CFO Calicut Hossain today announced the company's first quarter (Q1) results of the current year, showing a revenue growth of 6 percent from the same period in 2008.

The reported increase has mainly been due to growth in the company's subscriber base, and increased interconnection revenues due to the introduction of International Gateway (IGW) from the fourth quarter of 2008.

During the first quarter of the year the total revenue was BDT 1580 crore compared to BDT 1490 crore of the same period of 2008. Last year's annual revenue was BDT 5140 crore.

Along with fresh investments of BDT 200 crore during the first quarter, Grameenphone's cumulative investments now stand at BDT 13400 crore, including nearly BDT 4750 crore invested in 2008. Grameenphone experienced lower capital expenditure during the quarter, mostly due to over-trading growth resulting from lower subscriber acquisition.

The number of subscribers added in the first quarter was 63,000, a slow-down attributable to the higher start-up price on inclusion of the SIM tax. Grameenphone subscriber market share stood at 46%.

While the EBITDA margin improved in this quarter in comparison to same quarter of last year, due to higher revenue combined with lower subscriber acquisition costs, ARPU decreased by 12% due to decreasing average prices since Q1 2008. The decrease was, however, partially offset by higher usage.

In another industry development, the telecom regulatory authority Bangladesh Telecommunication Regulatory Commission (BTRC) lowered the interconnection rates in Bangladesh on 26 March 2009, which is expected to have a negative effect on Grameenphone.

Grameenphone filed its final application for initial public offering of USD 65 million with the Securities and Exchange Commission (SEC) in January 2009, and is awaiting approval from the SEC.

Public Relations Department
 Grameenphone Ltd.
 Telephone: 5032350
 Website: www.grameenphone.com

- GP issue launched in the stock exchanges
- Grameenphone partners with Microsoft
- GP IPO lottery concluded
- Grameenphone Q3 results
- Grameenphone launches GP-branded handset
- GP posts 10% growth in revenue
- GP receives Consent for IPO
- Bangladesh Investment Forum
- Environment and climate change campaign
- **Revenue increase in Q1 2009**
- Grameenphone introduces new tariff in 2009
- Pre-Public Offer review strongly accepted
- GP submits final IPO application
- New vision for the internet 11/2/09
- First Initial Public Offering Application
- GP issues 30T 4,250M bond
- Udayar Hossain new CFO
- Revenue up by 11 percent

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telenor group

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Home > Investor Relations > Company Facts > Business Description

Grameenphone

Grameenphone in Bangladesh started providing mobile telephony services in 1997 and is partly-owned by Telenor. In addition to core voice services, Grameenphone offers a number of value-added services on both a contract and prepaid basis. Grameenphone is the largest of in total six mobile operators in Bangladesh.

Grameenphone in Bangladesh started providing mobile telephony services in 1997 after incorporation in 1996 and is now the leading provider of mobile communications services in Bangladesh. As at 30 September 2009, Telenor holds 62% of the shares in Grameenphone, while the remaining 38% of the shares are held by Grameen Telecom. In addition to core voice services, Grameenphone offers a number of value-added services, in each case on both a contract and prepaid basis. Value added services include voice messaging services, SMS, MMS, ring-back tones and data services through EDGE/GPRS. Grameenphone's services have some of the most advanced and up-to-

Business Descriptions

Overview of each company and information about competition, networks and regulatory matters

- Telenor In Norway
- Telenor In Denmark
- Telenor In Sweden
- Kyivstar
- Pannon
- Telenor Serbia
- Promonté
- VimpelCom
- dtac
- DIGI
- Grameenphone
- Telenor Pakistan
- Unitech Wireless
- Broadcast
- Other Units

Appendix-5

Microsoft Excel - Book2.xls

File Edit View Insert Format Tools Data Window Help

Type a question for help

E11 =CORREL(C3:C10,D3:D10)

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1																	
2		Week	CSI (X)	SQA (Y)	Correlation												
3		38	89	75.35													
4		39	89	77.67													
5		40	89	77.1													
6		41	90	78.72													
7		42	91	75.45													
8		43	91	77.55													
9		44	91	77.2													
10		45	91	79													
11	Total	n=8			0.19794133												
12					0.2												
13																	
14																	
15																	
16																	
17																	
18																	
19				N=52													
20																	
21																	
22																	
23																	
24																	
25																	

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- ◆ www.djuice.com
- ◆ www.telenor.com
- ◆ www.btrc.gov.bd
- ◆ SQA report of 10th floor (consumer group)
- ◆ Telemarketing campaign report, call center, Customer Management Division
- ◆ 38th, 39th, 40th, 41st, 42nd, 43rd, 44th & 45th Weekly report from CSI
- ◆ http://www.telenor.com/en/resources/images/Microsoft%20Word%20-%20Bus%20description%20Nov%202009_Grameenphone_tcm28-29042.pdf