

Transcom signs renewed agreement with Tele2 to provide customer care services in seven countries

Press release

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Transcom WorldWide AB (publ) today announced that the company has signed a renewed agreement with Tele2, one of Europe's leading telecom operators offering mobile services, fixed broadband and telephony, data network services, content services and global M2M/IoT solutions. Tele2 and Comviq have been awarded for best customer service in Sweden multiple times.

Transcom has provided customer care services for Tele2's customers since 1995. Tele2 is Transcom's largest client, accounting for roughly 15 percent of revenue. Approximately 2,000 employees are currently dedicated to the Tele2 account, providing multichannel customer service and support to customers in Croatia, Estonia, Germany, Latvia, Lithuania, the Netherlands and Sweden.

"Over the past few years, we have strengthened our partnership with Tele2, with a focus on consistent and efficient delivery of world-class customer service. Together, we have managed to exceed ambitious targets set for customer satisfaction. I am very pleased to announce this new agreement with our largest client, which creates a stable platform from which to continue developing the award-winning customer service", commented Johan Eriksson, President & CEO of Transcom.

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About Transcom

Transcom is a global customer experience specialist, providing customer care, sales, technical support and credit management services through our extensive network of contact centers and work-at-home agents. We are 30,000 customer experience specialists at 53 contact centers across 21 countries, delivering services in 33 languages to international brands in various industry verticals. Transcom WorldWide AB's share is listed on the Nasdaq Stockholm Exchange under the ticker symbol TWW.