



November 2014

Dear valued customer,

Over the past three months, Melita's call centre and outlets have been performing at levels that have been less than acceptable, resulting in much longer times to handle your queries. As Melita's CEO, I want to assure you that all of us at Melita are well aware of this situation. We are working tirelessly to address the root causes and restore the capabilities of our customer support teams to deliver service at levels that our customers deserve.

Why has this happened?

The world of telecommunications services is moving to and increasingly centred on the Internet. Having recognised this trend more than five years ago, Melita embarked on an investment programme of over €70 million to upgrade its broadband internet infrastructure. As a result, Melita's customers now enjoy the highest quality internet in Malta and superfast speeds of up to 250 Megabits per second. Melita also rolled-out advanced mobile services and more recently, a next generation Wi-Fi service across Malta and Gozo – **melitaWiFi**.

With these investments and growth of its diverse product offering, Melita today is no longer just the "cable television" company of years past. Thanks to you and all our customers, Melita has grown into a fully diversified telecommunications provider. To provide you more direct control over your services, Melita recently invested in a major upgrade to a complex set of IT systems at the core of our customer service management. The upgrade has not gone according to plan, with certain administrative processes unfortunately taking longer than usual. Compounded with repeat attempt calls, this is resulting in longer waiting times in our call centre and retail outlets.

What are we doing about this and when will customer service levels be restored?

Please rest assured that our technical team is working round the clock, together with experts from one of the world's leading systems providers, to address and resolve in the shortest possible timeframe all issues which have adversely affected our customer service capabilities. Our Chief Technology Officer, Simon Montanaro, is leading the execution of a plan which will be completed in the coming weeks. Melita is committed to ensure that these initial system upgrade teething problems are ironed out as fast as possible.

I am personally monitoring this situation on a daily basis. In the meantime, we have taken additional steps to minimise inconveniences. Twenty new employees were added to the existing call centre staff along with an additional number of personnel in our outlets to assist customers with their queries. In addition, because we do recognise your time is valuable, a web contact form is accessible via **www.melita.com/contactus** for your convenience.

All of Melita and I sincerely thank you for your understanding and patience during this period. We are committed to providing you the best telecommunication services and value, as well as meeting your service expectations. To demonstrate our appreciation and commitment to our customers, and so that you may experience many of the benefits of the investments we have been making in our network and platforms, we are pleased to provide you free access to a variety of services as in the enclosed leaflet.

I thank you again for your continued support and custom.

With sincere thanks,

Andrei Torriani
Chief Executive Officer

www.melita.com

In appreciation of your custom, we are extending the following services for **FREE** until 30th September 2015:



All **melita TV** customers will benefit from **FREE** viewing of additional TV Channels during 2015. In line with this initiative we have started by opening access to three new channels until 3rd January 2015.

FOX life FOX
nick jr.

melitaWiFi

All **melita Internet** and **melita Mobile** Hybrid and Pay Monthly plans customers will benefit from **FREE** access to **melitaWiFi** – Melita's next generation Wi-Fi internet service with outdoor Wi-Fi zones in the busiest places and in more than 35,000 indoor Wi-Fi hotspots in Malta & Gozo.



All customers with both **melita TV** and **melita Internet** will have **FREE** access to **melita TV Everywhere** service. Customers will be able to access a line-up of channels on their tablet or smartphone wherever connected to a **melita Internet** service.

melitaWiFi Travel

All **melita Mobile** Pay Monthly customers will also get **FREE** access to the **melitaWiFi Travel** service that gives access to some 2.5 million Wi-Fi internet hotspots worldwide. This service helps you save money while travelling abroad.