

# Reach

December 2017

## Gibtelecom



**Gibtelecom  
would like  
to wish its customers  
a Merry Christmas  
and a Happy  
New Year**

## Gibraltar Festival of Lights

Gibtelecom were once again proud sponsors of the 3D mapping lights and laser display at the Festival of Lights

The event took place at John Mackintosh Square on Friday 24 November, culminating with the switching on of the Christmas lights along Main Street and other areas across Gibraltar. As part of the Festival live music and other entertainment was provided, including the "3D mapping" light show on the City Hall façade. That same evening, Gibtelecom also switched on the lights decorating the front of its John Mackintosh Square offices.

## Customer Service Centre opening hours over the festive season

Monday 18 December	09:00 - 19:00
Tuesday 19 December	09:00 - 19:00
Wednesday 20 December	09:00 - 19:00
Thursday 21 December	09:00 - 19:00
Friday 22 December	09:00 - 19:00
Saturday 23 December	10:00 - 16:00
Monday 25 December	Closed
Tuesday 26 December	Closed
Wednesday 27 December	09:00 - 18:00
Thursday 28 December	09:00 - 18:00
Friday 29 December	09:00 - 18:00
Saturday 30 December	10:00 - 13:00
Monday 1 January 2018	Closed



# Gibtelecom Customer Surveys

Two independent customer satisfaction surveys were recently carried out by Gibtelecom, with customers surveyed given the chance to win fabulous prizes

The two separate surveys were carried out over the last few months on behalf of Gibtelecom by independent contractor Xcel Media. The first of these was a generic survey on the Company's services and customer attention, with the other focussed specifically on Gibtelecom's 4G+ Network.

Both these surveys provided valuable feedback and understanding of customers' requirements and concerns, which are then used to continuously improve services and enhance the customer experience.

Customers participating in the survey were automatically entered into a prize draw to win an iPad Mini 64GB and an iPhone7.

The winner, drawn by lots, of the iPhone 7 32GB was Joe Chiara, who is pictured below right with his prize. To his right is Christopher Wahnon from Gibtelecom's Sales Team.

The 4G+ survey winner was Charles Curtis who won an iPad Mini 64GB. Mr Curtis is pictured below left with his prize being presented to him by Johnny Martinez from Gibtelecom's Sales Team.



## CCTV solutions by Gibtelecom

Did you know that Gibtelecom provides tailored CCTV (Closed Circuit TV) solutions?

Gibtelecom provides scalable CCTV solutions to suit all of your enterprise needs. Clients can access their cameras remotely on their own devices and also benefit from 24/7 support from our help desk.

If you are interested in obtaining a no obligation quote please email [sales@gibtele.com](mailto:sales@gibtele.com) with your requirements.

# Reach & Win



## iPhone SE 16GB

Gibtelecom customers can win an iPhone SE 16GB in our quarterly 'Reach and Win' (01 October 2017-31 December 2017) competition.

Choose the correct answer to the question below by ticking the box provided to be entered into the draw.

**What is the default chargeable data threshold limit?**

- A) £10
- B) £42
- C) £80

To enter please hand in this form with your details below by 31 December 2017 at Gibtelecom's Customer Services Centre at 15/21 John Mackintosh Square or via the Freepost envelope provided. You may also email your answer to [reach@gibtele.com](mailto:reach@gibtele.com)

Visit [www.gibtele.com](http://www.gibtele.com) for competition terms and conditions, and privacy policy.

Name: \_\_\_\_\_

Phone or account number: \_\_\_\_\_