

# Reach

February 2019

## Gibtelecom supports yet another successful Gibraltar International Chess Festival

Now in its 17th year The Gibraltar International Chess Festival was held between Sunday 21 January and Thursday 31 January 2019. Once again, this proved to be a hugely successful tournament with 62 countries being represented. The Festival saw the participation of 425 entries across its five tournaments - the Gibraltar Masters, the two Challengers events, and the two Amateur events.

Gibtelecom powers the technology that transports the event online, attracting over a million visitors to the website and broadcasting the event around the world.

The Gibraltar Chess Festival was one of the first of its kind to be broadcast on the internet over a decade ago and still attracts the world's top players. Enthusiasts could follow the games online at [www.gibchess.com](http://www.gibchess.com) which provided virtual chessboards and live commentary throughout the tournament.

20 year old grandmaster Vladislav Artemiev secured the top prize of £25,000 and Tan Zhongyi, Chinese grandmaster and former Women's World Chess Champion, won the top women's prize of £15,000.



# Gibtelecom

## Gibtelecom Rock Cup second round draw

The draw for the second round of the Gibtelecom Rock Cup took place on 23 January 2019

Gibtelecom have been the title sponsors of the Rock Cup, partnering with the GFA since 2016. Over the years the competition has grown from strength to strength and is an excellent platform to leverage the combination of Gibraltar football and Gibtelecom's global communications reach.

Gibtelecom's Assistant Marketing and Business Development Manager Shaun Zammit drew the fixtures on behalf of the Company with the standout tie being last season's winners Europa FC taking on their fiercest domestic rivals in recent times, reigning league champions Lincoln Red Imps FC. All second round ties will be played between 6 and 11 February 2019.



*Shaun Zammit from Gibtelecom presenting the Gibtelecom Rock Cup to GFA's Steven Gonzalez during the draw*

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## Gibtelecom customer survey winner

Regular customer satisfaction surveys are carried out by Gibtelecom to gather feedback on its services allowing customers to highlight their requirements and concerns. The latest one, carried out on behalf of Gibtelecom by independent contractor Xcel Media, run through the months of June to December 2018.

The areas surveyed included the Customer Services Centre, Installations, fault repair, the 24/7 call centre, fixed/mobile/internet services and Sofi digital entertainment service, as well as online services such as the website and online shop. Over 1500 customers were surveyed and all were entered into a prize draw for an iPhone 8 64GB. The winner was Kerensa Palau pictured below with Gibtelecom's Alexandra Holliday (right) presenting her with her fabulous prize.



## Reach and Win Competition

Catherine Trico was the winner of a Samsung A3 in Gibtelecom's Sofi competition



Sofi is Gibtelecom's fully licensed digital entertainment service which was launched in 2018 and during the months of October, November and December last year the Company ran a Sofi competition.

The competition question was 'is Sofi included in the Monster Bundle package?' with the correct answer being 'yes'. Pictured above is Ms Trico receiving her prize with Darrell Farrugia from Gibtelecom's Marketing and Business Development Team.