

Another step closer to people

Opening of the New GrameenPhone Sales Center, Dhaka



Minister for Posts and Telecommunications
Ministry of Posts and Telecommunications
Government of the People's Republic of Bangladesh

Message

It gives me great pleasure to know that a new Sales Center of GrameenPhone Ltd. at Gulshan 2 is about to start operations for boosting customer service. On this occasion, I would like to congratulate GrameenPhone who have taken many such major steps in the past and hopefully will carry on doing them in the future in view of providing essential telecom services to the common men.

I would also like to commend Telenor Mobil, the parent Company of GrameenPhone, whose President and CEO Jon Fredrik Baksaas is here to inaugurate the opening ceremony of the Sales Center.

Allah Hafeez

Bangladesh Zindabad

Barrister Md. Aminul Hque
Minister



Chairman
Bangladesh Telecommunication Regulatory Commission

Message

I am extremely happy to know that GrameenPhone Ltd., the leading cellular phone operator of the country, is all set to open a new Sales Center in the new commercial hub of the city.

It is my belief that this new endeavor will go a long way in providing valuable services to the dwellers of our city.

I wish GrameenPhone success in all its efforts.

Syed Marghub Murshed

Syed Marghub Murshed



President and CEO
Telenor

Message

I am delighted to know that GrameenPhone is opening its new Sales Center today with the mission to provide efficient service to the new subscribers.

Telenor always believed that the mobile phone market in Bangladesh had a very good potential. That is why the company made its first investment in Asia in this country.

Over the years, GrameenPhone has been able to contribute significantly to the development of the country by providing mobile phone facilities to more than one million subscribers.

Improvement in the telecommunications sector had a cascading effect in the development of the country's economy as a whole. Within six years of operation GrameenPhone has helped to increase the number of telephones in Bangladesh from 0.35 to more than one phone per 100 people.

Telenor is recognized as an international technology based organization. We are committed to assist GrameenPhone to make available the new technologies that are being developed in the telecommunications sector by adapting to the local needs and conditions so that such technologies can bring better development and prosperity for the people of Bangladesh.

GrameenPhone is the leading provider of telecommunication services in Bangladesh.

Please accept our congratulations for their endeavor to make their services available all over the country. We expect that the new service Center in Gulshan will give the demanding and potential customers even better service and support in the future.

We wish GrameenPhone every success.

Jon Fredrik Baksaas

Jon Fredrik Baksaas



Managing Director
GrameenPhone Ltd.

Message

I am happy to see the formal opening of the new GrameenPhone Sales Center in Gulshan, Dhaka. This is being done as part of GrameenPhone's continued efforts to provide more efficient service to the prospective subscribers.

GrameenPhone also has sales and service centers in operation in Chittagong, Rajshahi, Khulna and Sylhet. In addition, a second Customer Relations Center was recently opened in Motijheel, Dhaka. Gradually, more such sales and after-sales service centers will be opened in other areas of the country.

GrameenPhone is committed to provide quality service to its valued subscribers. As such, the company is continuing to make fresh investments every year to increase the capacity and expand the coverage of its network.

GrameenPhone invested another Tk. 384 crore in 2003, bringing the total investment to more than Tk. 1,537 crore so far. At the same time, GrameenPhone has also contributed about Tk. 1,774 crore in direct and indirect taxes to the National Exchequer since its inception in March 1997.

The growth in the country's telecommunications sector is expected to continue at a robust pace in 2004. GrameenPhone, as in previous years, will continue to make more investments to further expand the network and to introduce more interesting products and services.

The recent step taken by the Government to legalize Voice Over Internet Protocol (VoIP) will provide another boost to the growth of the telecommunications sector as a whole. The VoIP service is expected to be introduced this year. VoIP will enable all telephone subscribers, including the mobile phone users, to make and receive international calls at a very competitive rate.

Information and Communications Technology (ICT) is declared as a thrust sector by the Government. It would have been even better if Telecom sector had been recognized as part of the ICT. We see that ICT equipment is exempted from import duty which is very positive. By lowering the import duty on telecom equipment and mobile handset it would have been easier to have success of the ICT sector and allow telecom to be taken closer to the people.

Ola Ree
Ola Ree

