CELCOM INTRODUCES ONLINE SOLUTION FOR DEVICE ISSUES
Self-service channel providing convenience in managing smart devices

KUALA LUMPUR, 6 January 2017 – Now there is no need to rush and dial up Customer Service Helpline when facing any concern related to smart devices, as Celcom Axiata Berhad has introduced **a web-based self-service solution,** providing customers with **quick help to manage, troubleshoot and resolve various common device issues on their own**.

The **FREE** self-service solution is **accessible at any time via any web browser**, either **on computers or other smart devices**. All Celcom customers, including non-Celcom customers, can simply access the website by logging on to http://www.celcom.com.my/personal/helpsupport/device-support .

The portal enlists **a wide range of smart devices models** with a detailed **visual guide** and **comprehensive troubleshooting Q&A list**. Customers may obtain solutions to issues related to **hardware or software, device setting and connectivity for mobile phones, tablets, and smart watches, on any type of Operating System.**

Available in English and Bahasa Malaysia, the portal aims to **simplify customers' resolution to device issues,** and also serves as **an addition to the existing Celcom Careline** for customers to enquire on similar concerns.

Azwan Khan Osman Khan, Deputy Chief Executive Officer, Business Operations, Celcom Axiata Berhad said the self-service solution demonstrates Celcom's continuous effort to provide the best convenience in customer experience.

"Customers can now be their own device expert in managing and resolving any concerns related to their device with the one-stop portal, and this will lessen the dependency to Celcom Helpline.

"Our intention is to provide superior customer experience through multiple channels, especially online, hence empowering our customers to choose the channel that best suits their needs," he added.

Customers now can discover what they can do to overcome their common device issues by visiting http://www.celcom.com.my/personal/helpsupport/device-support .

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