



EUROPOLITAN

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Europolitan to set up a customer service centre in Kalmar

**Continued focus on personal service
and high quality**

More and more people are opting for Europolitan as a mobile information services provider. The company is therefore expanding its customer service with a new unit based in Kalmar.

The Kalmar customer service unit will, alongside those in Karlskrona and Kristianstad, form the backbone of Europolitan's personal service initiative. The Kalmar unit will be located at the Soft Center on Varvsholmen in central Kalmar, and the company will be moving there in the summer of 2001.

"But we'll probably start operations much earlier in temporary premises," says Kaj Skandevall, Vice President Customer Service at Europolitan.

In a few years' time, the Kalmar customer service unit will employ just over 100 people, and Kaj Skandevall plans for recruitment to commence in the autumn.

"There is plenty of variety when you work with customer service, and you have a large number of personal contacts as well as administrative duties. Service-mindedness and computer and technology skills are some of the attributes required by customer service employees."

It has already been decided that Anneli Häggander, who lives in Kalmar and has been working for Europolitan since the spring of 1991, will be heading the customer service unit in Kalmar.

“I can’t think of a better workplace than Europolitan on Varvsholmen! As a native of Kalmar, nothing could suit me better,” says Anneli Häggander.

Municipal Commissioner Kjell Henriksson views Europolitan’s new customer service unit as an indication that Kalmar is ‘on the right track’.

“It’s great that a futuristic company like Europolitan is establishing itself in Kalmar. This will form the basis of our initiative to build up a Soft Center here,” says Municipal Commissioner, Kjell Henriksson, who represents the Swedish Social Democratic Party.

Europolitan AB is a Swedish GSM operator that prioritises service and quality. The company’s head office is in Karlskrona, Sweden. Europolitan is a leader in the field of technically advanced services for GSM 900/1800. The Europolitan Group, which also includes the stock market listed parent company Europolitan Holdings AB and its sister companies, Europolitan Stores AB and Doberman AB, employs around 1,000 people. For more information, please visit our web site at www.europolitan.se

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