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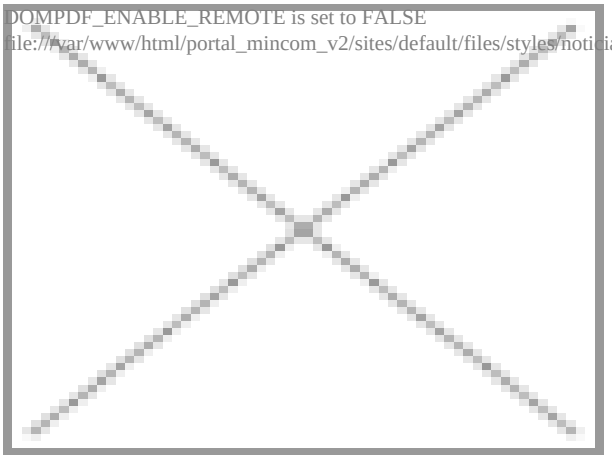

Source:
Tomado de la ACN

In 2021, the Havana Division of the Cuban Telecommunications Company (ETECSA) plans to improve its system for dealing with complaints and suggestions from the population about the services it provides.

Speaking exclusively to the Cuban News Agency, Iris Durán Fonseca, head of the entity's Marketing Department, added that for several years the company has been implementing a customer protection policy in its units.
Citizen complaints are handled by telephone and commercial office executives, who record the dissatisfaction in a computer program that follows up on the complaint to the end.

There is a term of 20 days to provide an answer, since each case is analyzed individually and clients are visited if there are doubts about the presented problem, said Durán Fonseca.

He emphasized that work is being done to increase the quality of personalized attention in the commercial units and to ensure that citizens feel satisfied and receive friendly treatment.

At these offices, people can immediately contact their boss, and if they are still dissatisfied, they can go to the head of the local telecommunications center, and if no response is obtained, they can go to the higher levels of the territory, to the head of the commercial department or to the director of the Division.

The epidemiological situation in the capital city led to readjusting the internal dynamics of the personnel who process the concerns so that they could carry out the work from their homes, a satisfactory process that has not generated delays, said Durán Fonseca.

The biggest complaints from the population are related to discounts on mobile data balance and prepaid cell phones, and delays in the change of fixed telephones.
Increasing Internet access, through Nauta Hogar and mobile data services, is another of Etecsa's projections in Havana for 2021.

https://bit.ly/2KWp64s [1]

Links
[1] https://bit.ly/2KWp64s