

SLT Looking Ahead



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At a press conference held recently it was stated that Sri Lanka Telecom (SLT), plans to restructure its infrastructure. Customer service is a priority it was stated. SLT aims at being dynamic and efficient and a totally new product.

SLT's corporate mission is to provide the highest quality in all aspects of telecommunications. It plans to clear the waiting list of 300,000 subscribers by 1999, introduce value added services, establish a customer friendly attitude, eliminate all red-tape and restructure towards a modern management.

An investment of Rs 23 billion is to be made by SLT to provide better telecommunications services. Speedy expansion to the rural sector is to be given. Switching capacity and cable pairs are to be expanded. 150,000 new connection are to be given in 1998.

SLT also hopes to provide International Business communication Services, SLT call card system, Integrated Services Digital System, Enhanced Data Service, Internet

Voice and Voice Mail.

SLT hopes to be the hub of telecommunications in the region. Incentive packages to corporate customers are offered including, additional lines with “Top Priority” call waiting facilities, 24 hour fault attendance service, free Internet and E-mail connections, free hunting facilities. A Corporate Customer Task Force to develop corporate customer strategy is to be established.

Tariffs will be re-balanced by the reduction of international call charges, reduction of connection fees. However local charges may increase.