

SLT-MOBITEL's MySLT App Empowers Customers Towards Seamless Self-Care Service



SLT-MOBITEL has launched an enhanced MySLT App as a single and unified platform, empowering customers to manage a vast array of services effortlessly, enriching their experience.

With the changing digital landscape and increased customer expectations, SLT-MOBITEL understands the growing importance of providing a seamless self-care service. In this context, the MySLT App offers customers self-service capabilities to manage their accounts, and interact with Customer Care, bringing an array of

services together in a non-intrusive and easy way of managing their accounts conveniently. Customers can download the new advanced MySLT App from the App Store or Play store and enjoy the powerful yet easy-to-use self-care application guaranteed to enhance customer satisfaction. They can also sign in to the My SLT App through their Facebook and Gmail accounts. As part of SLT-MOBITEL's digital initiative, the advanced My SLT App and portal will now curate features and services for SLT-Mobitel Home Broadband, PEOTV, Voice, and Mobile customers to access their accounts any- time and anywhere.

Customers have access to a whole host of functionalities. This includes: managing their connection, adding new data, managing faults, processing bill payments, requesting the previous three months' bills to a registered email, upgrading the existing SLT- Mobitel Home broadband package and receiving details on new features, enabling required digital services, activating new data add-ons, purchasing devices via SLT- MOBITEL e-telescopes, accessing Mobile self-care, receiving promotional notifications, support and much more. Making life more manageable, MySLT App can be integrated with smart devices such as Amazon Alexa and Google Assistant, enabling customers' access to a host of MySLT services with a simple voice command.

Based on a customer-centric strategy, MySLT App subscribers are assured of receiving more personalized and faster query resolution resulting in greater flexibility to address their ever-changing usage and service needs.