



ETERE PRESS RELEASE

CUSTOMER SUPPORT 24H/24 STARTING FROM JUNE 3rd

Tolentino, May 13th 2003 - Etere has decided to bring up some changes to its Customer Support Service: starting from **June 3rd** the service is going to be available 24 hours a day, 7 days a week.

We have made ourselves these questions a lot of times:

- Why TV and Radio stations broadcast 24 hours a day and the customer support service technicians are available only during office hours?
- What could possibly happen in case of a problem with the On-air before or after office hours?
- How could the customer support service become better and increase the quality/price relation of our product?

For this reason we have decided to support you 24 hours a day.

We all know very well how terrible are the problems with the On-air and how operators become upset meanwhile and the worse thing is that things like this usually happen during the night. This way you will be able to talk to a customer support service technician who is furnished with all necessary instruments to give you a proper support.

Many things could happen during 365 days and the customer support service unfortunately cannot be judged as a 100% guarantee but it surely makes you feel safer when you know that there is always an available technician who can help you solving your problems.

It is all going to become reality starting from **June 3rd**.

All this was done to offer more to our clients and to show that ETERE after all is a great company with a long history and a great experience.

For major info: www.etere.com

