

The background of the poster is a photograph of a long, checkered tile walkway leading towards a classical building with columns and arches. The scene is bathed in a warm, orange-red light, suggesting a sunset or sunrise. On the right side of the walkway, there are several modern, white, conical outdoor lamps. The overall aesthetic is clean and modern, with a strong color palette of reds, oranges, and yellows.

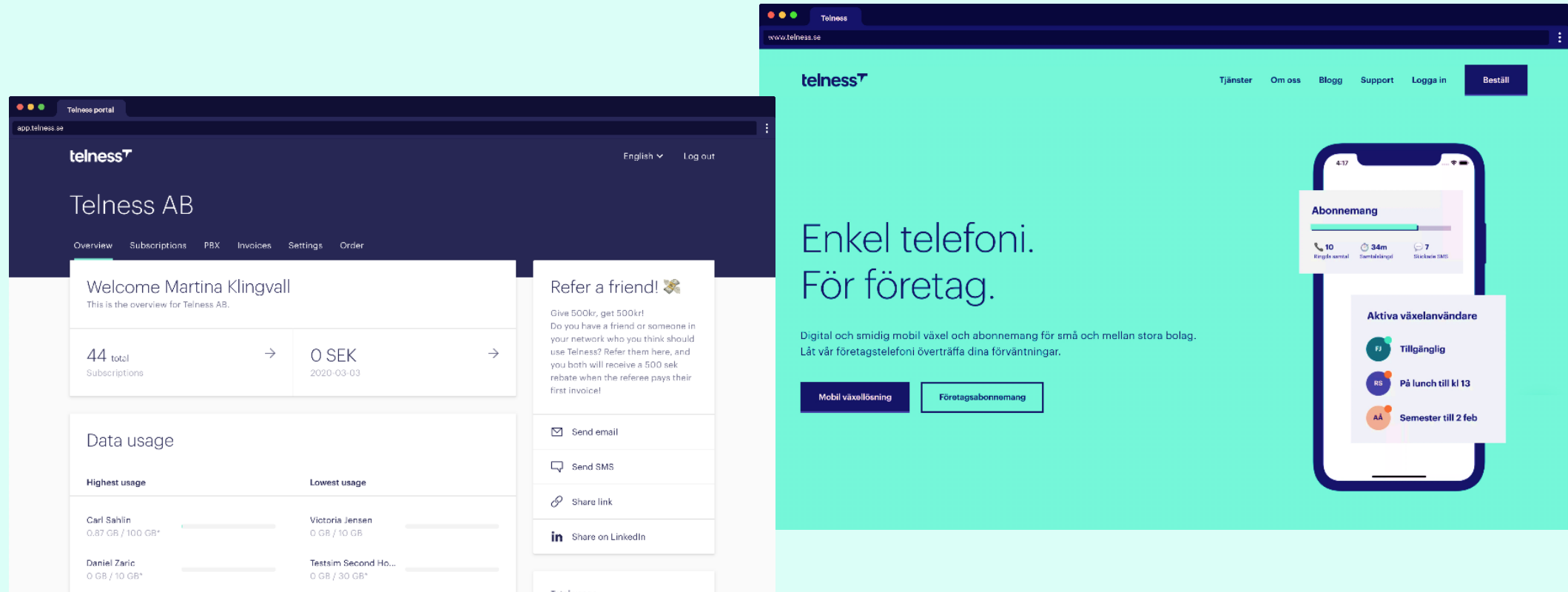
# N MVNO NATION LIVE 2022

16 - 17 November, 2022 | Valencia, Spain

telness<sup>T</sup>  
group



# Swedish MVNO with a 3x higher customer happiness score than average and 80% less support tickets



# The customer journey

## 100% online sales and activation within 5 minutes

The screenshot displays the 'Redigera växelnummer' (Edit phone number) interface in the Telness app. The browser address bar shows 'app.telness.se/vaxel'. The top status bar indicates 'Support 08-520 275 53' and 'Inställningar' (Settings). A price indicator shows '±0 SEK/månad' with a 'Se detaljer' (See details) link. Action buttons 'Spara' (Save) and 'Avbryt' (Cancel) are present.

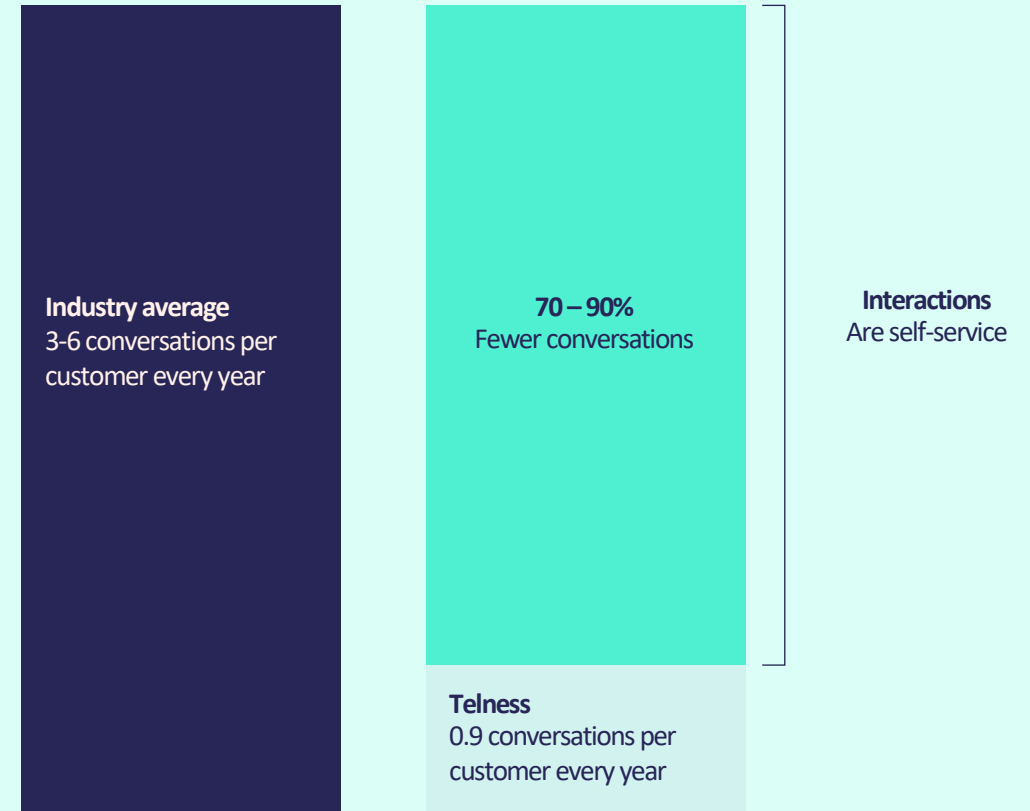
The main content area is divided into two sections:

- Inkommande samtal från kund** (Incoming calls from customer): This section shows a list of call flow steps. The first step is 'Öppettider' (Opening hours), which is currently selected. Below it, there are tabs for 'Helger' (Holidays), 'Vardagar' (Weekdays), and 'Stängt' (Closed). A question 'Vad händer vid Helger?' (What happens on holidays?) is shown. The second step is 'Helgjour' (Holiday duty), marked with a 'PLUS' icon. Below it, a question 'Vad sker om kön är stängd eller full?' (What happens if the queue is closed or full?) is shown.
- Lägg till växelfunktion** (Add exchange function): This section lists available functions to be added to the call flow:
  - Öppettider**: Ställ in vad som ska hända på vilka tider för inkommande samtal på din växel.
  - Spela meddelande**: Välj ett meddelande som ska spelas upp för den som ringer in.
  - Knappval** (marked with a 'PLUS' icon): Kunder som ringer in får använda knappsatsen på telefonen för att välja vart de vill kopplas vidare.
  - Ring en grupp mobilnummer med kö** (marked with a 'PLUS' icon): Fördela inkommande samtal till en grupp av mobilnummer med köfunktion.



# The customer prefer and appreciate self service if it is hassle free!

A Telness user interacts with the platform 5 times per year but 4/5 interactions are self service.



Lower operating costs,  
at the same time as the  
customers love the solution

Telness Digital Telco is a clear #1 on  
Trustpilot of all Swedish operators.



## Telness

Omdömen 340 • Utmärkt



## Tele2

Omdömen 575 • Mycket dålig



## Telia Sverige

Omdömen 1 755 • Mycket dålig



## 3 Sverige

Omdömen 691 • Mycket dålig



## www.telenor.se

Omdömen 1 284 • Mycket dålig



## Hallon

Omdömen 1 011 • Mycket dålig



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**telness<sup>T</sup>**

**Platform: The automated digital telco enabler**

Software telecom platform solutions for increased consumer happiness and maximised profit.

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