

Service client

Nearly 11,000 customer service agents – either employees or contractors –manage relations with SFR's 26 million private, professional, corporate and operators customers for mobile, fixed and ADSL services.

The customer service department for private customers sends out invoices, makes service plan changes, fulfils online sales, resolves disputes, chases debts and responds to requests ranging from unblocking a SIM card to configuring a mobile and online assistance. The customer service department, which is strongly involved in building customer loyalty, offers solutions adapted to customers' expectations and requirements.

An entirely-dedicated customer service department also exists to advise companies on all their issues, whether administrative or technical. Relations with these customers is also a key priority and teams have a thorough knowledge of customers, their business sector, etc. so as to respond to their needs as well as possible and as quickly as possible.