

CUSTOMER SUCCESS STORY

# Econet Knows Exactly how to Delight Their Customers



## WhatsApp plans that work. Designed by Econet, powered by Sandvine.

Econet Wireless Zimbabwe introduced fixed-price bundles that let subscribers use as much WhatsApp as they want per month, per week, and even per day. Subscribers can share photos, videos, voice notes, locations, and files on their favorite application—with no cost surprises.

### Keep it Real-Time

With modern network speeds, accurately billing prepaid plans requires a real-time connection between the data usage measurement element and the charging system.

Econet trusts Sandvine, and with good reason: Sandvine has the most accurate billing in the industry.

### The WhatsApp Network

Econet saw an opportunity to create new, market-leading services based on actual subscriber behaviors and trends.

While many operators and vendors are talking about what might be possible in the future, Econet is using Sandvine to seize opportunities and market share today.

### Move Quickly to Stay Ahead

*"Sandvine's leading business intelligence and service innovation capabilities enable us to better understand emerging trends on our network and rapidly introduce new, innovative services that are highly-valued by our customers... in as little as two weeks."*

- Leon de Fleuriot  
CEO

### About Econet Wireless Zimbabwe

Econet provides voice and data services to mobile users throughout Zimbabwe. Since launching services in 1998, Econet has developed a well-earned reputation as a first-mover and innovator.

In 2009, Econet became the first operator in Zimbabwe to launch 3G services; later, Econet launched Zimbabwe's first LTE network.



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