

Company Profile

ONE Telecommunications

COMPANY CV

ABOUT ONE TELECOMMUNICATIONS

The launch of first signal of mobile telecommunication in Albania holds ONE Telecommunications name (former AMC company).

As the first mobile operator in Albania, ONE Telecommunications began its commercial operations in 1996. ONE Telecommunications provides a wide range of services, with competitive tariff plans and advanced communication proposals. With a particularly successful track record on all levels, ONE Telecommunications today holds the leading position in Albania's highly competitive market.

ONE Telecommunications has been named by the US Department of State a clean Telco in the Clean Path Initiative, giving Albania the status of the first country in the region to join this initiative.

ONE Telecommunications is the first operator in the country and the region, and among the first European Telcos to become a Clean Telco alongside Orange in France, Telefonica Spain and Deutschland, O2 in UK, Tele2 in Estonia and several others. The Clean Network Initiative is a comprehensive effort to impose internationally accepted standards for secure global internet and protection of voice and data through communication networks. In 2020 ONE Telecommunications is making an investment to the value of 92 million Euro in its telecommunication equipment and software replacing all its equipment with the newest technology from Ericsson.

The Clean Path is an end-to-end communication path that does not use any transmission, control, computing, or storage equipment from untrusted IT vendors. It embodies the highest standards of security against untrusted, high-risk vendor's ability to disrupt, manipulate or deny services to private citizens, financial institutions, or critical infrastructure.

ONE Telecommunications was awarded the license to use the 800 MHz frequency band providing better coverage and higher speeds than ever before indoors.

Our company has also brought new mentality in the job creating and human resources policies in the country. Being one of the largest employers in Albania, our company counters more than 300 specialized employees, to which we provide human resource standards, equal to European workers, bringing thus an example to be followed by other private enterprises.

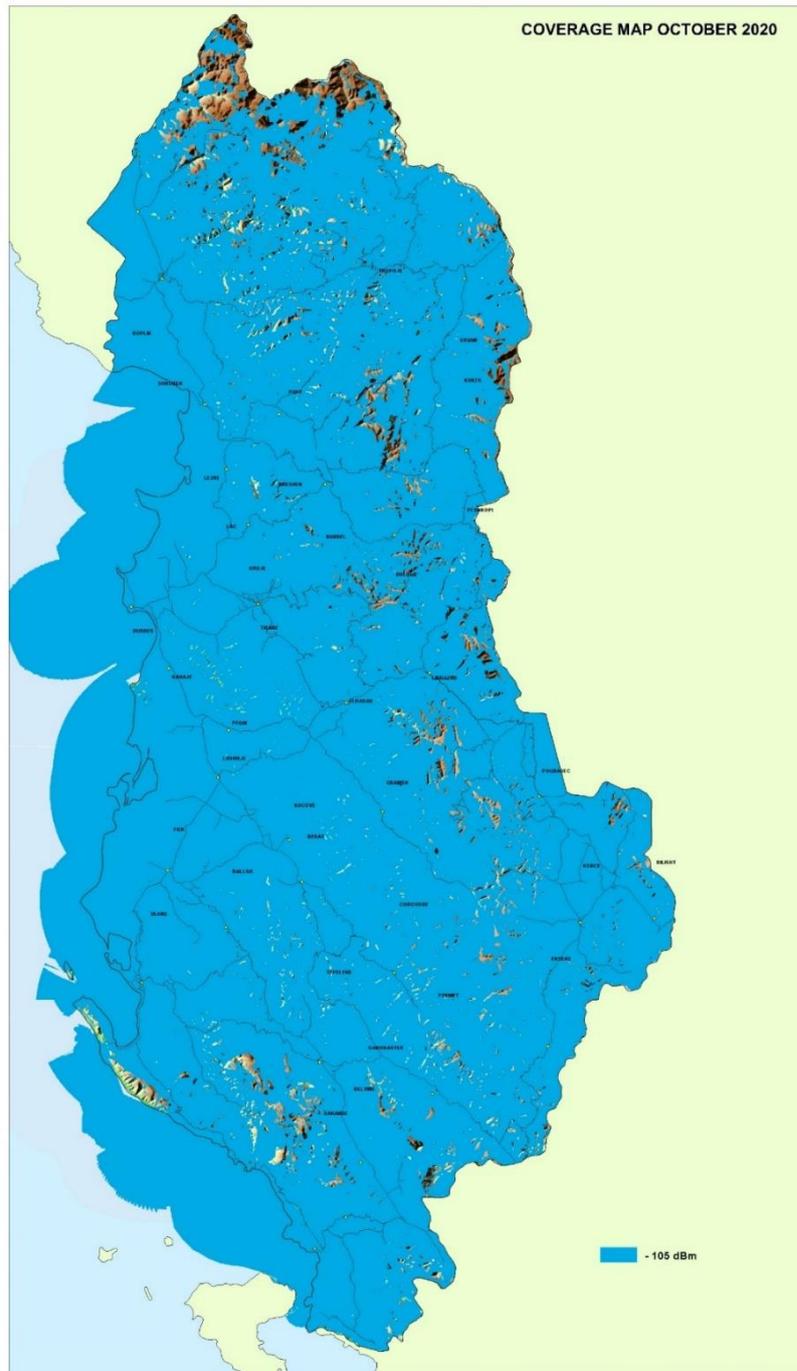
ONE Telecommunications is a strong contributor to sports, arts and social developments of Albania. It has been our effort since the moment of privatization to mainstream the social responsibility in the strategy and management of the company. By supporting the most talented sportsmen and artists, by offering financial aid to people in need, by caring through concrete initiatives for the environment, ONE Telecommunications has given clear evidences that its attention towards improving the lives of citizens it's not something that this company is doing to appear altruistic, but a real value upon which we base all our actions.



It's good to be the first, that's what we keep in mind as a socially responsible operator committed to constant innovation and high quality, and dedicated to bringing values to our customers.

Excellent coverage

The extensive and excellent network coverage of the territory, reaching even the most remote areas of the country, and population coverage 99.8 %, is yet another proof of our engagement to make mobile telephony available to everyone.



Excellent customer management

We offer to our customer professional account management and support for mobile communications solutions. At ONE Telecommunications, we place great focus on our Account Management structure and pride ourselves on the professional nature of the service we provide to our customers. All our Account Managers are sector-

aligned and highly trained to work with you to maximise the benefits of mobile communications in your organisation.

Business Continuity Management System (BCMS)

We safeguard the company's operations, implementing a Business Continuity Management System.

Aiming to maintain qualitative telecommunication services according to the needs and expectations of all its stakeholders and customers, targeting to protect its value and reputation, ONE Telecommunications has initiated the Business Continuity Management Program.

Business Continuity tools are applied, according to the ISO 22301 standard, while informative and educational trainings are conducted, to ensure that all employees have the appropriate understanding of their roles and responsibilities related to the company's Business Continuity program.

The Business Continuity objectives, in response to a significant disruption (whether actual or impending), will always be to:

- Ensure the safety of the employees and other occupants within the buildings;
- Try to meet our obligations to employees, customers, shareholders and other stakeholders;
- Minimize disruption to our customers and to protect and preserve our assets and reputation;
- Facilitate a return to normal operations as soon as practicable.

Most valuable clients:

A lot of big customers of Albanian market, enjoying ONE Telecommunications from many years. Some of them are listed below.

1. American Bank of Investment
2. OTP Bank Albania
3. Alpha Bank
4. Bank of Albania
5. Tirana Bank
6. FIBANK
7. BKT
8. Union Bank
9. Devoll Hydropower
10. Sideral Shpk
11. OSCE
12. Czech Embassy
13. German Embassy
14. Greek Embassy
15. Russian Embassy

16. Prime Ministry Offices
17. Ministry of Justice
18. Ministry of Health
19. Ministry of Social Welfare and Youth

ONE Telecommunications Strategic plans

Yearly investments in further development of network aiming to strengthen/expand radio coverage and to implement additional capacities in current network elements to assure high accessibility, retainability and quality of voice and data services.

The 800 MHz license is another step forward in the journey for further network upgrades and capacity expansion. In addition, the 800 MHz frequency band is the last of the 4G generation which paves the way towards the 5G communication network, which among other things, will be a strong foundation for the IoT development.

Network performance monitoring and optimization activities to keep KPIs above required thresholds.

Introduction of new technologies to offer higher data throughputs and voice quality.

Introduction of new features in several network elements which will bring benefits related to offered services.

Modernize the network as per latest offered technologies from vendors.

Use best practice, benchmarking and expertise to be the best in the market in offered quality of services.

Fast response and problem solving for customer complaints, by offering the best customer care service.