



Dear GrameenCall Users,

We would like to notify you of some significant improvement to our service. Firstly, we have a new nationwide customer service number which will enable our customers anywhere in Australia to reach us at the cost of a local call. Our new customer service number is 1300 550 838. This number will be serviced between 9am-5pm Monday to Friday.

At the request of our customers, we have also reintroduced credit card payment option over the phone. So if the current paypal payment method is not convenient for you then you can simply ring us during business hours and we will accept your credit card payment over the phone and recharge your account.

Lastly, the feedback we got from you was that you were not happy with call quality to non- Bangladesh destination, so we now have a new provider for popular calling destinations like UK,USA, New Zealand, Singapore, Thailand and all other countries. This means that when you need to call your loved ones in other countries around the world you will now get a better service.

We sincerely hope that these service improvements will result in a better customer experience for all of you. If you haven't used GrameenCall in recent times please try it out again. As always please let us know if you have any feedback on our service, we are here to serve you.

Wishing you all a Happy and Pious Ramadan.

Enjoy talking,

GrameenCall Support Team