



TRANSCRIPT OF AMDOCS VIDEO CLIP

Speaker: Phil Dance, CIO

Company: BT Plc

Title of video clip: Customer Satisfaction

"Keeping happy and satisfied customers is about keeping the promises to those customers, delivering on time and ensuring excellent quality of service from the best range of products available. Working with Amdocs ClarifyCRM, we're able to keep our promises on time because of the advantage it gives us in the delivery of the service to our customers and we're able to rapidly introduce new products due to the flexibility of the underlying product base in Amdocs that enables us to build new products and bring them to market quickly. Working with Amdocs ClarifyCRM, we are able to increase the customer satisfaction that we have, and happy customers and satisfied customers is at the heart of BT's mission."

Link to Video on amdocs.com

<http://www.amdocs.com/About/Success/Pages/BT.aspx>