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Hrvatski Telekom

New organization of Management Board from 1 May 2018

Hrvatski Telekom (Reuters: HT.ZA; Bloomberg: HTRA CZ), Croatia's leading telecommunications provider, announces changes in its Management Board.

At its today's session, the Supervisory Board of Hrvatski Telekom has given its support to HT's reorganization project in order for the company to take more responsibility for its customers in the new phase of its future business. The key change is that the company is linking customer experience closer and tighter to its brand and services.

The Supervisory Board has therefore passed the Decision that, as of 1 May, all customer experience-related activities, i.e. call center, field support and operations, will be transferred to the business segments for residential and business customers at the Management Board level.

The term of office of the current Management Board member and Chief Customer Officer (CCO) Boris Batelić expires as of 1 May and the new organization of the Management Board, which cancels this role, enters into force from that day. During the past four-year long phase of stabilizing the company's business operations it was of crucial importance to ensure the preconditions for higher quality communication with customers and higher quality customer care. Thanks to Boris Batelić, this goal has been achieved at the top management level and, with him as the CCO, HT has learned a lot about the importance of customer experience and customer experience management.

The Management Board will work comprised of six members: Davor Tomašković, President (CEO), Daniel Daub, in charge of finance, Boris Drilo, in charge of technical and IT functions, Nataša Rapačić, in charge of residential customer segment and residential customer experience, Saša Kramar, in charge of business customer segment and business customer experience, and Ms. Marija Felkel, in charge of human resources functions.

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About Hrvatski Telekom

Hrvatski Telekom (HT) is the leading provider of telecommunication services in Croatia, serving 0.9 million fixed lines, 2.2 million mobile subscribers and 0.8 million broadband connections through its Residential and Business divisions.