

Embassy of Italy  
Media Release – 11/5/2012

## The Italian Consular Network in Australia launches a new Australian based customer telephone help line. *Pronto*

11 May 2012:- The Italian Embassy in Australia has launched a new call centre service for the public and other Australian travellers to Italy. The advanced call centre information systems now allow easy telephone access to Italian Embassy trained Australian-based consultants for help and advice, offering a centralised information supplier for the whole Italian Consular network in Australia and increasing the quality for the users.

The new call centre service will provide fast connections via national service numbers to a trained multi lingual team operating from the Sydney specialist consular contact centre 'Team Australian Customer Service'. The new service provided on a 'Pay for Help' basis, offers high levels of personal service by experienced Australian and Italian/Australian consultants.

In a recent interview announcing the services with the Italian newspapers in Australia, Il Globo & La Fiamma, the First Secretary of the Embassy of Italy, Mr Alessandro Giovine noted that this service will save many the travel and time costs of visiting the consulates - with the benefit also of making sure the correct documents are to hand. Mr Giovine observed "the new call centre service will be one more tool to achieve a significant improvement in the level of response to questions that arise each day from the consular network users"

The services offer variable pricing options and are now available through 1902 941 600 (in English) and 1902 941 641 (in Italian) at a low fee of \$1.65 per minute for pre-recorded information. This service operates 24/7 with access to the trained consultant team at a cost of \$3.95 per minute from 8am – 5pm weekdays. Charges are billed to the callers telephone account.

A direct consultant service is also available on 1300 367 066 (English) and 1300 763 478 (Italian), at a fixed cost of \$12.00 for an unlimited duration call. Documents and check-lists can also be sent to the callers nominated mailing address, for a small postage and handling fee - or emailed at no additional charge.

The numbers to call again are:- 1902 941 600 or 1300 367 066, with live consultant services in English. 1902 941 641 or 1300 763 478 for live consultant services in Italian. Consultants are available from Monday to Friday 8.00am to 5.00pm AEST.

Mr Giovine noted that the new service is not intended to substitute, but it is an additional service to the one already offered by the consulates. This customer service initiative is provided as a 'not for profit service' by the Embassy of Italy and the Consular network.

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## **About - Team Australian Customer Service**

Team Australian Customer Services (TACS) was founded by Chris Payne and other investors in 2012, as an exclusively Australian outsource customer service organisation. Based in Sydney, the privately owned company has grown quickly with a renewed demand for genuine Australian customer service to be provided by Australian based staff - and for Australian data privacy. TACS has a closely controlled number of clients, to ensure the highest levels of service delivery. It has the capacity to handle up to 9600 inbound service calls per day. Workstations are fully computerised, use integrated telephone and CRM database systems, support BDSL broadband, cable and digital communications, are fully redundant and can connect directly to clients through virtual private networks, modems or routers. The company takes pride in that over 80 per cent of calls to its centre are answered by a consultant within 30 seconds and that its staff turnover is less than ten per cent a year - both figures very rare in the contact centre industry. TACS clients in Australia include:- ANSTO, Dick Smith Foods, The Fred Hollows Foundation, Pfizer Australia, United Kingdom Border Agency (UKBA), Embassy of Italy, Westmead Children's Hospital, Optionetics, Specsavers, The Sydney Festival, Zoll Medical.

For the British High Commission and the US Consulates in Australia the TACS call centre team have provided specialist visa and travel information support to Australians who require visas to visit Britain and the USA. Since 2006 the TACS call centre consular service teams have assisted over 500,000 applicants for UK and the US visas.

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