

Help is at hand for emergency services where every second counts with new Vodafone UK dedicated customer services team

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- **Vodafone UK ensures ambulance, fire and police forces stay in touch by providing a dedicated customer service team solely for its emergency services customers.**

From today, Vodafone UK's emergency services customers will receive major improvements in the 24/7 support they receive, making the vital, often life-saving support they give the public, even more efficient. Customers include over 70% of all ambulance services, nearly 60% of all police forces and 50% of fire services in England, Scotland and Wales.

Vodafone UK's new, 14 strong team based out of Trowbridge, Wiltshire, offers dedicated support to all its emergency services customers. The team, with over 50 years of experience between them, has been specifically selected from across Vodafone UK's customer services experts.

The UK's best network provides its blue light customers with services including mobile broadband, secure remote access and handsets on its reliable network. These essential services keep staff in the field, in operations centres and back office support continuously in touch in situations where vital seconds count, while Vodafone's reliable data network ensures information quickly gets to and from front line services.

Enhanced business continuity planning and disaster recovery have been put in place, meaning the Trowbridge team can continue to operate from a remote base if their own site is not operational for any reason.

A Vodafone UK emergency services customer, Dan Jones, Telephony and Communication Specialist at East of England Ambulance Service said: "Downtime is not an option in the emergency services. It really could be a matter of life or death and as such we must ensure communications across our team are fully running 24 hours a day, 7 days a week.

"Vodafone's dedicated customer service gives us and our teams the confidence to offer the public a joined-up and efficient service in their hour of need."
The improvements build upon Vodafone UK's long-standing record of supporting police, fire and ambulance services across the UK for over 25 years.

For more about Vodafone's products and services, visit vodafone.co.uk/business