TAL SNAPS UP 850 MORE CUSTOMERS AND BOOTS UP SERVICE CONTROL SYSTEMS

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Telecom Acquisitions Limited (TAL) has acquired 850 more residential broadband customers after snapping up the remaining base of TalkTalk owned Origin Broadband, which exited the telecoms market earlier this year and transferred most of its customers to Utility Warehouse.

“Mainly connected through the Vodafone infrastructure using its SoGEA network, this base was only a small acquisition for us but, added to the 4,000 customers we gained from recently acquiring Earth Broadband’s base, means we hit our quarterly target,” said TAL CEO Nigel Barnett.

“Our organic sales are still growing month on month, and we’ve just launched our own app to give people better control over their router and internet.”

Barnett claims that initially, TAL customers will be able to review their speeds and functionality of their devices including reviewing faults. Later this month parental controls will be available and account details and payment functions at the press of a button will follow shortly afterwards.

“All this follows the recent launch our own Advanced Communications Platform (ACS) platform which gives us greater control over our routers and in turn has reduced fault resolution times by 20%,” continued Barnett.

“Over the last two months we have also introduced AI for the first time, with our credit control team using the latest technology out of hours. This was so successful that we stopped outbound dialling and relied on the AI option of paying on-line or speaking to an agent.

“Embracing this success, we designed a campaign for our support desk, for routers, installs and closing fault instructions that resulted in a great saving in man hours and customer satisfaction.

“The future looks very bright and, with further acquisitions in the pipeline, 2026 should be a record year for TAL,” added Barnett.

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