



CHEMONICS INTERNATIONAL INC.

**To:** All interested parties

**Subject:** Reference for Komtel Project Engineering (Komtel), developer of Customer Care software package

Chemonics International Inc., acting on the behalf the official project of the United States Agency for International Development (USAID) in Kosovo, hired Komtel to develop and implement the custom-built software package called the Customer Care Package (CCP) for Kosovo Electric Company (KEK).

The CCP software package consists from six specific components: 1. Collection system, which provides KEK management with information required to have control over payments from its customers; 2. Customer billing system, which generates bills; 3. Consumers system, which provides all functions necessary to handle customers' information; 4. Service System, which provides operations necessary to customer services; 5. Accounts Receivable, which handles customers' payment history; and 6. System of Reports, which are crucial part of CCP package that provides KEK management with advanced internal control.

In addition to this basic package, Komtel developed independent module attached to CCP, which extended CCP abilities to handle joint billing. This module gives KEK opportunity to provide extended services outside the KEK. The CCP software handles around 350,000 customers across KEK distribution units.

Chemonics have been overseeing extended warranty given by Komtel for the period of 18 months. During this time Komtel provided very professional and timely support to any of the client needs including some improvements that were results of Komtel-client cooperation. Our local team of professionals always heard only satisfactory compliments about CCP from the knowledgeable client (KEK) users.

This very comprehensive software package is compatible with similar software packages used by utilities in advanced industrial countries around the world. At the present time, Chemonics considered using Komtel for similar potential projects in other countries.

In the case you need any further details or information please feel free to contact me directly.

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