

B2B Telecom – Appointment
**Nicolas de Vanssay appointed Chief Customer Success Officer
at Kosc Telecom**

Based in Paris, France, Nicolas de Vanssay has been Head of the Customer Success Division since September 2018. He has more than 15 years of international experience including several key positions for a global carrier. He will take full advantage of his strong skills and commitment to Customer Success to support Kosc Telecom's wholesale clients in growing their businesses. Together with the Customer Success teams, he will keep ensuring high standards focused on delivering customer benefits, especially through Kosc Telecom's Connectivity as a Service (CaaS) solution.

Paris, 1st October 2018 – Kosc Telecom, the French wholesale-only CaaS provider, has announced the appointment of Nicolas de Vanssay as Chief Customer Success Officer. Building on his knowledge of the telecom industry, Nicolas de Vanssay is in charge of ensuring the quality of Customer Experience throughout the life cycle of clients' orders.

This nomination is in line with Kosc's commitment to delivering the best experience to its customers. This commitment has led to significant investments to upgrade its network infrastructure and the creation of its CaaS (Connectivity as a Service) solution, which is the keystone of Kosc's network. On top of that, Nicolas de Vanssay and his Customer Success team will help Kosc Telecom's clients in fully benefiting from CaaS management tools.

Nicolas de Vanssay says: *"I am excited to be joining Kosc Telecom, a real innovator in the B2B telecom industry. With its unique CaaS solution, available through web services (Extranet & APIs), we are now answering the sector needs for modernisation and automation. Through one unique interface, Kosc enables its customers to monitor their orders, from the eligibility stage right down to operations. Established only two years ago, Kosc already has a proven-track record in appeal and reliability for its customers."*

Antoine Fournier, CEO, adds: *"We are very happy to welcome Nicolas to our leadership team. His impressive experience in the telco sector is a major asset for supporting Kosc Telecom's business dynamics while ensuring the best level of satisfaction throughout the customer journey"*.

Nicolas de Vanssay was previously Director of Customer Service at Colt Technology Services for 4 years (based in Barcelona, Spain). He had worked with the company since 2000 in various positions including Operations Director, North America (based in New York City, USA); Senior Manager, Service Delivery (based in Gurgaon, India) and Service Delivery IP Configuration Manager (based in Paris). Prior to joining Colt, Nicolas de Vanssay had previously been Managing Director of Sitcom, a company which builds mobile infrastructure, for over 3 years.

Aged 48, Nicolas de Vanssay has a BS/BSc and MS/MSc in Science & Technology, Civil and Maritime Engineering (UFR Le Havre University, France) and a BTEC Higher National Diploma in Civil Engineering (ESTP Paris, France).

About KOSC Telecom

Established in March 2016, Kosc Telecom is the French wholesale-only CaaS provider. CaaS stands for Connectivity as a Service, a whole new way of helping customers to increase their business. Thanks to its fully integrated and automated CaaS solution, available through web services (Extranet & APIs), Kosc Telecom is committed to delivering the best customer experience. From a unique interface, one can get access in just 1-click to the most complete wholesale coverage in France and monitor it from A to Z. Indeed, with a state-of-the-art broadband and fibre optic infrastructure, connecting over 180 cities mainland, the carrier is now opening the way for fibre migration to every company located in France.

For more information: www.kosc-telecom.fr

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