



SUPPORTERS
Strong Network across nation
Bharti lineage
Multiple celebrity endorsers
High call/ sms rates

CORE VALUES

Signature tune

Leadership Omnipresence Premiumness Maturity

Poor Customer Service
Lack of customized plans for the youth
Absence of youth oriented vocabulary
High rates

DETRACTORS

3G
Fast Internet speed
Night calling plans
Advertisements
Promotions
DTH





THE SITUATION IN 2011

- 1. Our markets characterized by disproportionate presence of younger consumers
- 2. From voice alone to 'voice & data'



What did we need to do?

1. Increase preference among younger, urban consumers

2. Visibly manifest the brand's transformation



















Find an insight that can help us appeal to 18 year olds

WITHOUT alienating 45 year olds



THE SEARCH FOR AN INSIGHT

Once upon
a time there were
friends....and
there were best
friends





Types of friends

Facebook friends, SMS friends, twitter friends, blog friends, MMS friends... (connected by technology)

Joke friends, cricket friends, filmy friends, activist friends, Rafi friends, ManU friends, porn friends, geek friends... (based on common interests)

Connected friend, Jugadoo friends, 3 am friend, organizer friend, exam time friend, ever ready friend....(based on the need they fulfill)

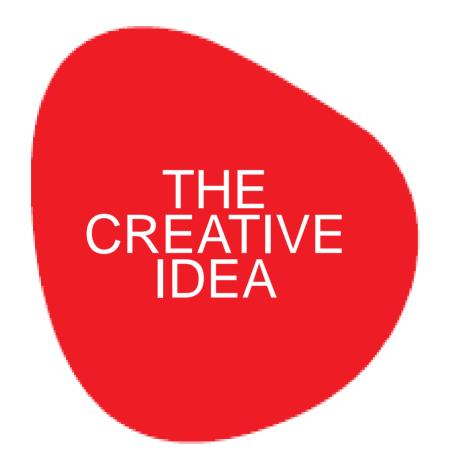


The insight

In today's connected world, friendship is made up of *many kinds* of friends





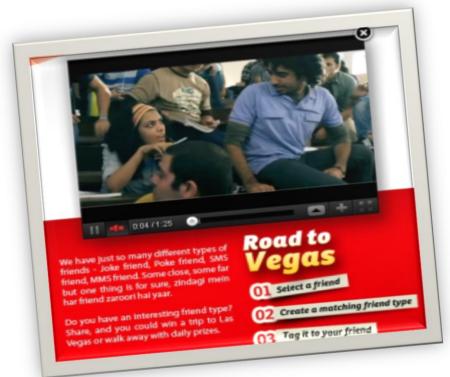


har friend zaroori hai, yaar





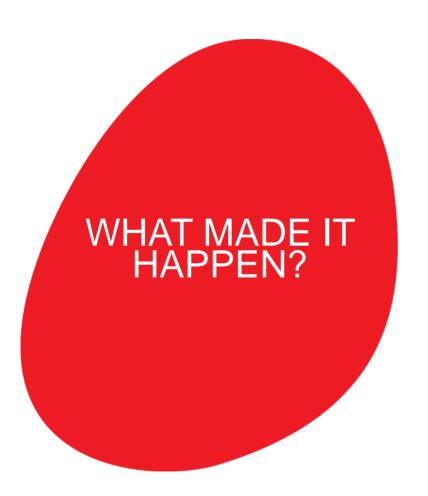
HFZ Facebook App



Hfz anthems remixes were also available to play, download and set as hellotunes







3 THINGS

- 1. Clarity
- 2. Right skills & enough effort
- 3. Conviction



