



CUSTOMER SERVICE CHARTER

1. INTRODUCTION

NetOne Customer Service Charter lays down our commitment to providing a world-class customer experience premised on great service. We strive to offer you the best network quality, products and services that will leave you satisfied. Accordingly, this charter spells out the minimum standard of service you should expect from us. Customers are the linchpin of our business, and we make every effort to anticipate and exceed your communication needs and service expectations.

2. **VISION:** To be Zimbabwe's leading provider of sustainable and inclusive digital solutions

3. **MISSION:** To develop communities and transform lives through digital communication solutions.

4. **VALUES:** Accountability, Agility, Innovation, Integrity, Excellence, Teamwork

5. WE CARE FOR OUR CUSTOMERS

4.1 **Connect:** We strive to connect all our customers to our service points, and we will provide digital tools to ensure that our online service is seamless.

4.2 **Access:** We will ensure that our customers have access to information on products and services, including the how-to detail to enable them to make informed decisions and to facilitate ease of use and understanding of our product and service offering

4.3 **Reliable:** We offer reliable service, and we are fully accountable for every aspect of the customer experience.

4.4 **Empathy:** We strive to resolve your problems as soon as they are raised because we value customer feedback. We understand your concerns, and we want to make sure you have a straightforward service experience.

6. SERVICE COMMITMENTS

- ▶ Quality network
- ▶ Quality of service
- ▶ Confidentiality and Data Protection
- ▶ Fairness, Honesty, and Integrity
- ▶ Transparency
- ▶ Responsibility



Quality Network

- ▶ High availability, high-quality network to give you seamless connectivity
- ▶ Short turnaround time for fault clearance
- ▶ Enhanced coverage to cover even the remotest parts of the country
- ▶ Smart technology



Quality of Service

- ▶ Consistently high quality of service across all the shops
- ▶ Easily accessible, responsive, reliable and convenient contact centre, open 24/7/365.
- ▶ Speedy resolution of queries and complaints
- ▶ Empathetic and attentive service team across customer service centres.



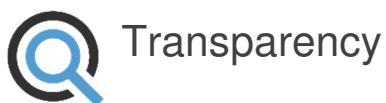
Confidentiality and Data Protection

- ▶ Customer information will be treated in the strictest of confidence and customer privacy accorded the greatest respect, consistent with the laws and regulations governing the



Fairness, Honesty and Integrity

- ▶ NetOne will strive to resolve complaints and disputes fairly, equitably and quickly within a clear set of procedures, standards, rules and regulations. We are guided by the principle of non-discrimination, and fairness towards all our customers
- ▶ We will conduct ourselves fairly, reasonably, respectfully and with a high degree of ethics in all our dealings with you



Transparency

- ▶ We guarantee you transparency; providing relevant, timely, and clear information concerning our products and services to enable you to make informed decisions. Clear terms and conditions associated with each product and service will be availed to you, specifying all tariffs, charges, and or fees
- ▶ Important information and updates will be shared with you through various media and communication channels such as our website (www.netone.co.zw), SMS, contact centre (123 toll-free from a NetOne line), public media (nress) and digital platforms



Responsibility and Accountability

- ▶ We take great responsibility in ensuring safe and environmentally friendly operations, products and services. Safeguards have been put in place as a way to reduce our carbon footprint and work towards greening our business.

7. SERVICE STANDARDS

Your business relationship with us is valuable. NetOne commits itself to the following minimum standards of service which you should expect from us:

7.1. Committed to giving you exceptional service		
#	Service	Goal
1.	We aim to serve you promptly at our shops	We will serve you within 5 minutes of your arrival
2.	Resolution of queries	Minor – 100% at first contact Medium – within 48hrs Major – within 7 business days
3.	When you phone our shop, head office or contact centre	Answer calls within three rings when you call our switchboard or shops, and within one minute when you ring our contact centre. We commit to addressing you formally as follows: Greeting: Good day sir/ma'am

		Introduction - I'm Mercy from the NetOne Customer Care Center. Call to action: How can I assist you?
4.	Friendliness	Serve you with a smile and friendly attitude all the time If you receive unsatisfactory service, alert us on customerservice@netone.co.zw
7.2. Service Provisioning		
1.	Activation roaming service (only applicable to postpaid customers)	Within one hour of filing the request or within 24 hours before departure, whichever occurs first.
2.	Service activations; SIM replacements, disconnections, reconnections, barring, unbarring, deactivations, and addition/deletion of value-added services (VAS).	Execution within 30 minutes upon your specific request
3.	Execute new contract service applications	Within seven days of submission, new service requests will be reviewed, and you will receive feedback.
7.3. Network service		
1.	Execute site and fault clearance	- Platinum category: within 1 hour - Gold category: within 2 hours - Silver category: within 24 hours - Bronze category: within 48 hours Note: Any other site falling outside these categories will be cleared within 7 days.
2.	Network uptime	Managed per the International Telecommunications Union's (ITU) quality of service standards and the Postal and Telecommunications Regulatory Authority of Zimbabwe's (POTRAZ) regulations
7.4. Registered complaints		
1.	Promptly and decisively dealing with any lodged complaints	Upon receipt, complaints will be noted, acknowledged, and handled in accordance with their severity within 24 hours (business hours). Minor – within 24 hours Medium – within 48hrs Complex – within 7 business days Note: If there is an anticipated delay in resolving your complaint, you will be informed beforehand.
7.5. When communicating with us		

1.	Promptly respond to email	We will respond within 1 hour to all emails sent on customerservice@netone.co.zw If the issue cannot be resolved right away, we will advise you accordingly and give an estimated timeframe within which it will be resolved.
2.	Promptly respond to calls	We will answer your call within the first minute of the call
3.	Promptly respond to written correspondences	We will respond to letters within 7 business days
4.	Promptly respond to communications via digital platforms (Chat, WhatsApp, Twitter, Facebook)	We will respond within 1 hour
7.6. When you visit us		
1.	We will assist you promptly	We will serve you within 5 minutes upon arrival at our offices or shops
2.	We will be professional, courteous, and helpful	We will be professional, well departed, and properly groomed.
3.	We will be accessible	Our offices will be clean, comfortable, air-conditioned, and bearing proper directional signage
7.7. Sharing Feedback		
1.	We are open to feedback through any of the available communication channels; email, toll-free number 123 or 121, WhatsApp, Suggestion Boxes placed in-store, or through postal letters	We will acknowledge all feedback and treat it seriously, courteously and professionally

*Categories: ¹Minor - straightforward and quickly resolved, ³Major - complex and frequently necessitates escalation,
²Medium - more complex and requiring more time to resolve

8. MANDATE

NetOne's overall mandate is to:

- Provide digital solutions to cater to the needs of all communities across Zimbabwe
- Provide communication services that support the nation's development and economic plans.
- Conduct our business in a morally and ethically responsible manner to lessen our carbon footprint.

Guided by the following principles:

- We are transparent and accountable to our clients

- We shall continue to innovate to bring meaningful digital solutions to our customers.

Source of our mandate:

- Companies Act Chapter 24:03
- Posts and Telecommunications Act 12:05 of 2000
- International Telecommunications Union (ITU) guidelines

9. WAYS YOU CAN HELP US!

- Promotion of NetOne goods and services as well as referral marketing.
- Participation in promotions and attendance at NetOne corporate events
- Timely payment of bills
- Working with us to find an appropriate solution in the event of a query or a problem.
- Taking part in the yearly customer satisfaction survey will help assess how well we adhere to this customer service charter.
- You can share your feedback and suggestions with us by writing or contacting us at the numbers below.

Contact Details

Head Office
 NetOne Cellular Private Limited
 16th Floor Kopje building Harare
 1 Jason Moyo Avenue
 P.O BOX CY 579 Causeway, Harare Zimbabwe

☎ Tellular: +263 716 778 912-9

☎ Landlines: +263-242-750608/+263242-777551/+263-242-777543/+263-242-775366

☎ Contact Centre: 123 (Toll-free from a NetOne number)



WhatsApp: 0716 956 243, 0716 956 301, 0716 956 329, 0716 956 378 and 0716 956 393

Website: www.netone.co.zw

Email: customerservice@netone.co.zw