



CUSTOMER SERVICE CHARTER

Dandemutande Customer Service Charter

This charter sets out our commitment to provide quality customer service through our people, processes and systems. It outlines the types of service we aim to provide, how to contact us and give us feedback, especially on areas for improvement and how you can help us serve you better. Our approach to customer service is all about putting our customers at the heart of everything we do.

Our Vision Statement

We will be the most admired technology solutions partner in Zimbabwe

Mission Statement

“We have a responsibility to enable our customers to disrupt and dominate the markets in which they operate.”

Values

Our values include:

- Innovation
- Integrity
- Sense of urgency
- Candour
- Tenacity
- Teamwork

Our Service Promise

1. Accountability
 - Our products and services will comply with the relevant laws and regulations of the Postal and Regulatory Authority of Zimbabwe and our established standards
 - We will tailor our products and services to suit your needs
 - We will endeavor to explain and help you understand the financial benefits of our products and services, how they work and the risks involved
2. Fairness
 - We will act fairly and reasonably towards you in a consistent and ethical manner
 - We will establish a robust complaint management policy that will ensure that any dispute between us will be resolved fairly and quickly
 - We will continue to deliver services in the most cost effective and efficient way to provide the best possible value for money for our customers
3. Reliability
 - We will provide consistent and dependable service, honoring our promises and providing services at designated time
4. Privacy
 - We will treat all your personal information as private and confidential and do our utmost to ensure the security of the usage of such information
5. Accessibility
 - We will endeavor to remain accessible to you by all means possible
 - We value your feedback and encourage you to utilize the feedback platforms available through our customer touch points
 - Our customer touch points are:

- ✓ Email help@dandemutande.co.zw
- ✓ Website: <http://www.dandemutande.co.zw>
- ✓ Postal Address PO Box 6938, Harare
- ✓ In case of emergency contact call 0772 125 101 or 0712 204 134

- We also have customer walk in centres as follows:

Physical Address	Telephone numbers	Opening hours
Level 5, Pegasus House 52 – 54 Samora Machel Avenue Harare	Admin: 0242 – 707533 Support: 0242 – 707533	24 hours a day, 7 days a week.
PaSangano Building 20 King George Road Avondale	0242 – 253300	Mondays: 0900- 1700hrs Tuesday – Friday: 0800 – 1700hrs Saturdays: 0800- 1200hrs
133 Fife Street, cnr 14th Avenue Bulawayo	08677020251	Monday – Friday: 0800 – 1700hrs
1 st Floor CABS Centre Herbert Chitepo Avenue Mutare	(020) 60081/91	Monday – Friday: 0800 – 1700hrs

6. Transparency

- We will provide clear, relevant and timely information to help you to make informed decisions about our products and services.
- The relevant documentation including a set of terms and conditions relating to each service type will be readily available to you.
- We will inform you through various channels for example via email, sms and website of available products and services

7. Responsiveness

- We will respond promptly to your enquiries through our phone and web service
- We aim to respond to phone enquiries and emails within one working day - and mail correspondence within 5 working days
- We will provide accurate and up to date information, when you need it

8. Professionalism

- Our business dealings with you will be conducted with integrity and honesty
- Our people will focus on helping you find solutions to your business needs
- Our people will be accountable in their dealings with you

9. Billing and Payments

- We will ensure that all billing will be accurate and transparent.
- We will offer various platforms for you to pay for your services to include online payments, debit orders, direct deposits, Ecocash and optimally located service centres. Your mode of payment will not affect your price
- Should we need to suspend your service due to delinquency, upon payment of due fees, the service will be reconnected in the quickest possible time

10. Service Disruptions

- We aim to provide the highest network quality of service (QoS) However, occasionally service disruptions will occur.
- There are two types of service disruption namely :
 - a) Planned service disruptions such as upgrades, maintenance and migrations,
 - b) Unplanned service disruptions.
 In all cases:
- Where possible we will give our customer notifications of such disruptions by SMS, email or telephonically with details of the disruption, the extent of the disruption and planned time to repair
- We aim to resolve faults causing loss of service within twelve (12) hours provided access to the affected site, if required, is available to Dandemutande or its network partners or affiliates
- Service disruptions should be in line with the initial guidelines spelt out in the initial contract

11. Compensation in the event of failure of service

- We will provide credits to our customers and/or reimbursements of funds in settlement of disputes where Dandemutande is at fault or responsible for disputes or losses in line with the terms and conditions of the agreement signed with our customer
- Where service availability falls below target during any monthly review period, consumer customers will be entitled to service credits as follows:

$$\frac{\text{Data allowance (GB)}}{30} = \frac{\text{Data allowance/day}}{\text{Data allowance (GB)}} \times \text{Monthly cost} = \$ \text{ value per day}$$

- Where service availability falls below target during any monthly review period, corporate customers will be entitled to service credits as a % of the monthly fee as follows:
 - 0.25% below target 5%
 - 0.75% below target 10%
 - 1.5% below target 15%
 - 2.5% below target 20%
 - 3.5% below target 25%
 - >3.5% below target 30%

12. Our Complaints Management Policy

- We are committed to providing superior customer experience at all times. Nevertheless, we know sometimes things do go wrong. Should there be an occasion where this situation arises, we will endeavor to:
- Resolve all complaints received (whether via our branches, call centre, written form or social media) within 5 business days of initial receipt
- Where it is not possible to resolve the complaint fully within the stipulated period, we will provide regular updates on the progress until the matter is resolved

If you are not satisfied with how your complaint was resolved, please write to us with the details of your initial complaint and the response received from our staff to the address below:

The Chief Executive Officer
Level 9, Pegasus House
52-54 Samora Machel Avenue
Harare

Alternatively you may escalate your complaint to:

The Director General
Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ)
Block "A" Emerald Park
NO. 30 The Chase
P.O. Box MP843
Mount Pleasant
Harare

E-mail: the.regulator@potraz.gov.zw or consumer@potraz.gov.zw
Telephone: +263 4 333032 Fax: +263 4 333041 Toll Free: 0800 4303
The Website: www.potraz.gov.zw

13. Helping Us Serve You better

- We believe that delivering quality service is a collaborative effort and shared responsibility between us and our customers.
- We want to serve you better and you can help us by:
 - ✓ Using our services from our branches at the stipulated times or making use of our alternative communication channels – call centre, website, email , social media
 - ✓ Giving us all the information we require in assisting you including regulatory requirements such as identification documents
 - ✓ Telling us how we can improve our services through our customer communication touch points
 - ✓ Asking us to explain to you anything you do not understand or which is not clear
 - ✓ Guarding your user name and password. We will never request you to reveal your password
 - ✓ Any such request or similar irregularity should be promptly reported for our investigation
 - ✓ Logging your complaints in a formal and timely manner to ensure prompt resolution
 - ✓ Providing an email address at the point of account opening and an update when there is a change
 - ✓ Complying with the terms and conditions signed for on their contracts including those relating to misuse of the services provided