



## Windsor Telecom Customer Charter

As part of our commitment to customer service excellence, we have produced our Customer Charter, which sets out our commitments to you, our customer.

### We will:

- Treat you politely and with respect at all times
- Respect your confidentiality and privacy
- Maintain our professional integrity at all times
- Adopt a consultative approach when advising you on our number ranges and/or voice solutions
- Keep you informed of technological advances in our number ranges and/or voice solutions
- Carry out regular surveys to help us meet and satisfy your rising expectations

### When you telephone us we will:

- Aim to answer all telephone calls within 3 rings during normal office hours (Mon-Fri 9am-5.30pm)
- Deal with your initial telephone request for information about our number ranges and/or voice solutions within 2 hours, assuring you of our prompt assistance at all times
- If the first person you speak to cannot deal with your enquiry, they will pass you to someone who can
- Respond to out of hours voicemail messages within 24 hours
- Maintain an Emergency telephone number, 0845 130 9090, which is accessible 24 hours a day, 365 days a year

### When you write to us we will:

- Acknowledge and reply to your letter within 7 working days
- Deal with your initial e-mail/fax request for information about our number ranges and/or voice solutions within 2 hours, assuring you of our prompt assistance during office hours

### New Customers:

All of our new customers can expect to receive a Windsor Telecom plc 'Welcome Pack' within 7 days of purchase. This will contain (as minimum):

- A Welcome letter from your Account Manager
- Your Account Manager's business card
- A double sided 'Account Information' and 'Useful Contact numbers' card
- Our Terms & Conditions of service
- A Guide on:
  - How to make the most of your number(s)
  - Frequently asked questions & answers
  - Our referral scheme
  - Our most popular number range and call plan services
  - Our Targetmaster and/or Vision services (if sold with your purchase)
  - Our standard price list

This charter was created in August 2006 and will be reviewed regularly.