

CUSTOMER SERVICE CHARTER

INTRODUCTION

DTH Malawi values customers and the general public. We act on feedback speedily and effectively. This document is a guide on the complaints processing from receipt to closure.

We conduct a thorough and impartial investigation of all customer complaints in order to protect our quality of service. Where appropriate, we make evidence-based decisions on the facts of the complaint.

Objective

We aim to ensure our customers are happy with our service and therefore minimize complaints. We continuously audit our service delivery procedures, enabling us to provide quality and reliable services.

Languages Used

English, Chichewa and vernacular languages upon request on a need basis.

Office Location

SimbaNet Malawi Limited
New Area 12. Plot #518, City Centre.
P.O Box 31322, Lilongwe Malawi.

Contact Center

- 1. 24/7 hour call center**
 - ✓ Airtel: 09999019000 & TNM 0310001443
- 2. Social Media**
 - ✓ Facebook: Zuku Official
 - ✓ Twitter: @Zuku_WeCare
 - ✓ WhatsApp +265 999 545837
- 3. Email Address.**
 - ✓ customercare@zukunftv.co.mw {service-related & Billing queries }

FILING OF COMPLAINTS

Filing of complaints with the DTH Malawi shall be handled in the following manner: -

- ✓ A complaint to DTH Malawi may be written (i.e. letter or e-mail) or oral (i.e. phone-in or walk-in) by:
 - calling us on Airtel: 09999019000 & TNM 0310001443
 - Writing to us {Drop at our main office}
 - Emailing us { customercare@zukunftv.co.mw }
 - Write to us on Twitter @Zuku_WeCare; Facebook; ZukuOfficial; WhatsApp; +265 999545837
- ✓ We record all contacts with our customers – written, oral and walk-ins. This enables us to serve all equally, including those who cannot read/write.

INFORMATION REQUIRED IN A COMPLAINT

A complaint lodged with the DTH Malawi must contain the following details: -

- ✓ Full name, contact address and account number (where applicable) of the complainant.
- ✓ Particulars of the nature of the complaint, together with copies of any document in support of the complainant.
- ✓ Any other matter relevant to the complaint.

Where the person who lodges a complaint is acting on behalf of another person, company or organization, he/she must state in writing the capacity in which he/she is acting, and the reason for doing so.

The complaints handling process

Our complaints handling procedure aims to provide a quick, simple and streamlined process for resolving complaints early and locally by capable, well-trained staff.

Our complaints process provides opportunities to resolve complaints internally:

- Frontline resolution
- Investigation & Conclusion.
- If the customer's complaint is not satisfactorily resolved, this can be escalated to independent review (MACRA)

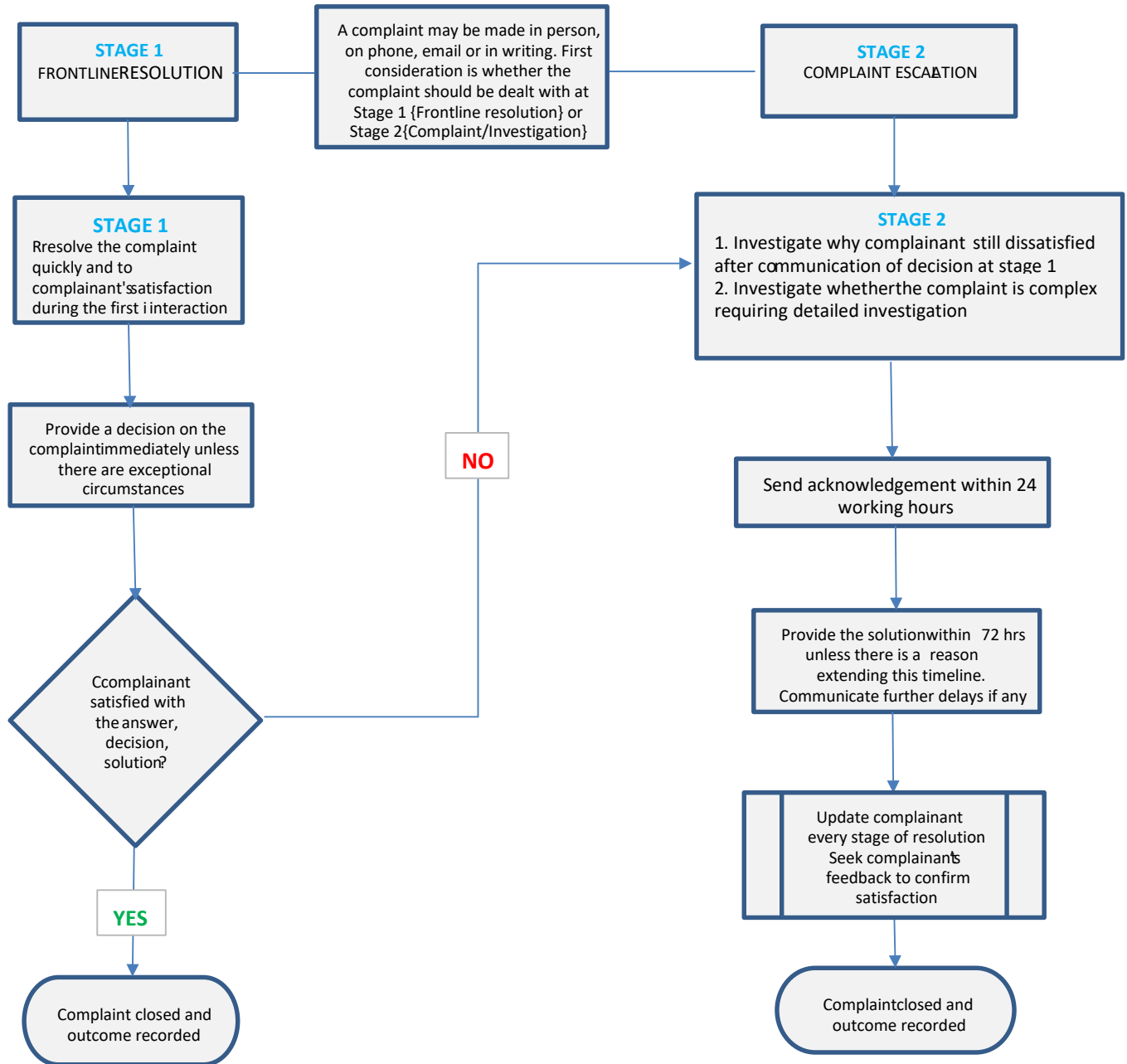
The Model

FRONTLINE RESOLUTION	ESCALATION	INDIPENDENT EXTERNAL REVIEW (MACRA or other)
<p>The issues that are straightforward and easily resolved require little to no investigation</p> <p>'On-spot' explanation and action to resolve the complaint quickly is implored. Unless there are exceptional circumstances</p> <p>Complaints are addressed by a member of staff, or alternatively referred to the appropriate point for resolution</p> <p>Customer interaction may include apology as per nature of query</p> <p>Complaint details, outcomes and action are recorded to be used for service improvement</p>	<p>For issues that have not been resolved at the frontline or that are complex or 'high risk'</p> <p>A definite response and solution are provided within 2 days following a thorough investigation of the point raised</p> <p>Responses signed off by senior management or mandated staff</p> <p>Senior management have an active interest in complaints and uses information gathered to improve services long term</p>	<p>For Issues that have not been resolved or that are raised directly with An external entity. Call Consumer Call Centre Toll free code 261</p> <p>Complaints progressing to the MACRA are thoroughly investigated and resolved within agreed 3-day SLA</p> <p>Simultaneously the complaint is resolved and closed with the customer within 2 days</p> <p>MACRA is at liberty to assess whether there is evidence of service failure or maladministration on our part</p> <p>Feedback and requests for action from external entities are welcome and accommodated in our continuous improvements</p>

'Frontline resolution' refers to the first stage of the complaints process, seeking to resolve complaints at the initial point of contact where possible.



DTH MALAWI COMPLAINTS HANDLING PROCEDURE FOR CUSTOMERS



For more information and clarity on DTH Malawi TV policy governing fair usage and terms & conditions please follow the below highlighted link.

DTH Malawi terms and Conditions - www.zuku.co.mw/terms-and-conditions