



BHUTAN TELECOM LIMITED

CUSTOMER CHARTER

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1. Company Background

Bhutan Telecom Limited (BTL) is the leading provider of telecommunications and Internet services in the Kingdom of Bhutan. Besides fixed line telephony, it provides GSM Mobile services under its flagship brand B-Mobile and Internet Services. It is the leading provider of both Mobile telephony and Internet services in the country, and the only fixed line telephony service provider in the country.

BTL came into existence on 1 July 2000 as a fully state-owned company with the corporatization of the erstwhile Department of Telecommunications which was established in 1970. The first rudimentary works in building a telecommunication network in the country was taken up in 1963 to aid development works of the First Five Year Plan for modern economic development of the country. Since then, BTL has come a long way from its humble beginnings and today boasts of a fully digital microwave and optical fiber backbone network covering the length and breadth of the country.

BTL has left no stone unturned in its efforts towards fulfilling both its commercial and social mandates. Today, BTL's revenue and customer base are growing at a sustained pace. B-Mobile has taken its services to even the remotest corners of the country where commercial viability is out of the question and its network has covered all 205 Gewogs (Blocks) in the country.

1.1.Vision

To be the company of choice

1.2.Mission Statement

Provide innovative and reliable ICT services.

1.3.Objectives

- To deliver a highest standard of service to our customers
- To provide effective and efficient support services
- To promote greater transparency and accountability
- To provide an interactive communication platform for the information, protection and education of consumers.

2. Service standards

2.1. Service provisioning metrics

Sl. No	Service/ Transaction	Responsibility	Process	Maximum Time
1.	<u>B-Mobile Service</u>			
a.	Provision of new SIM card (prepaid/postpaid/tourist)	Customer Care /Service Centers	<ul style="list-style-type: none"> • Present ID Card/Copy (Bhutanese), Work Permit (Expatriate), Passport (Foreigner) for prepaid SIM registration. • If non-national, shall also submit Undertaking Form along with copy of CID/official letter. • Upload CID and Undertaking Forms in SPS (e-KYC). • Fill up registration and surety forms along with copy of CID for postpaid SIM.s. • The applicant should produce the surety in person with copies of his/her identity documents.(The applicant may not produce the surety in person if the surety have duly signed the form and have submitted his/her complete document to the applicant). • All the required information / documents are verified and uploaded in BSCS. • Receive the payment, issue the SIM and thank the customer. 	<p><u>Level 1: Counter</u></p> <p>5 minutes</p> <p>- to check/verify the documents/receive payment and issue the SIM</p> <p><u>Level 2: Manager</u></p> <p>5 minutes</p> <p>-In case the sales representatives are not able to verify the documents, customer will be requested to meet the manager.</p>

<p>b. Replacement of Regular Sim (prepaid/postpaid)</p>	<p>Customer Care /Service Centers</p>	<ul style="list-style-type: none"> • Present CID (CID Copy is required only if the CID copy is not in our system) for prepaid SIM. • Fill up replacement form with required details for postpaid SIM. • Verify if the details in the system and form matches. (Verify the details provided by customer with the system ,customer need not have to fill up the form) <p>- If the details don't match but the number is prepaid, then ask the customer for the last 4-5 call details made from the SIM to be replaced and verify the information.</p> <ul style="list-style-type: none"> • Receive the payment, issue the SIM and thank the customer. 	<p><u>Level 1: Counter</u></p> <p>5 minutes</p> <p>- to check/verify the documents/receive payment and issue the SIM</p> <p><u>Level 2: Manager</u></p> <p>5 minutes</p> <p>- In case the sales representatives are not able to verify the documents, customer will be requested to meet the manager.</p>
<p>c. Reconnection of Regular Sim (prepaid/postpaid)</p>	<p>Customer Care /Service Centers</p>	<ul style="list-style-type: none"> - Present CID (CID Copy is required only if the CID copy is not in our system) for prepaid SIM. - Fill up reconnection form with required details for postpaid SIM. CID copy is must to update in the system) - In case of prepaid - Verify if the details are there in the system and in the backend system. - In case of Postpaid - Verify the customer details in the system. Check for any pending dues & request the customer to clear it. - If the number is in another person's name or is not in the system itself, manager shall take an undertaking and allot the SIM or reject on case by case basis. - Reactivate the number, receive the payment, issue the new SIM and thank the customer 	<p><u>Level 1: Counter</u></p> <p>5 minutes</p> <p>- to check/verify the documents/receive payment and issue the SIM</p> <p><u>Level 2: Manager</u></p> <p>5 minutes</p> <p>- In case the sales representatives are not able to verify the</p>

			documents, customer will be requested to meet the manager. <u>Level 3: Backend</u> 5-10 minutes -To Reactivate the number
d. Subscription of Mobile Data Packages	Customer Care /Service Centers	<ul style="list-style-type: none"> • Receive the request from the customer to subscribe Mobile Data Packages. - In case of prepaid - Disseminate information regarding the prepaid data packages that could be directly loaded via MY BT app (B-Bwallet/B-Ngul/e-LOAD) and other online banking Apps. - In case of Postpaid - Collect the data package subscription form from the customer and verify the details in the system or customers can opt different postpaid plans from My BT app • Activate the package as per the form for those who filled up the forms for package. • Ask if any device configuration is required. • Forward the customer to the technical counter and thank the customer. 	<u>Level 1: Counter</u> 3 minutes - to check/verify the documents/receive payment and activate the package <u>Level 2: Technical Help</u> 5 minutes -In case other technical support is requested by the customer
e. Special Mobile Numbers	Customer Care /Service Centers	<ul style="list-style-type: none"> • Provide the list of available number / check availability for the numbers of customer's choice. • Submission of the filled-up registration form along with mandatory documents. • All the required information / documents are 	<u>Level 1: Counter</u> 30 minutes - To provide the special number list/check the

			<ul style="list-style-type: none"> verified and updated in DMS. Receive the payment, issue the SIM and thank the customer. 	<p>availability of customer's choice/ determine the price</p> <p><u>Level 2: Manager</u></p> <p>5 minutes</p> <p>- In case the sales representatives are not able to verify the documents, customer will be requested to meet the manager.</p>
f. Conversion of Numbers (prepaid to postpaid number OR postpaid to prepaid number)	Customer Care /Service Centers *in case of postpaid to prepaid conversion, only customer care has the authority and not service centers.	<ul style="list-style-type: none"> Submission of the filled-up conversion form. - In case of prepaid to postpaid - All the required information / documents are verified. Prepaid number is disconnected and postpaid number is defined in the system. - In case of postpaid to prepaid- All the required information / documents are verified.(customer need to fill up the postpaid surrender form) Check for any pending dues & request the customer to clear it. Only after clearing the pending bills, number will be issued. Postpaid number is disconnected and prepaid number is defined in the system. Receive the payment, issue the SIM and thank the customer. 	<p><u>Level 1: Counter</u></p> <p>5 minutes</p> <p>- to check/verify the documents/receive payment and issue the number</p> <p><u>Level 2: Backend</u></p> <p>10 minutes</p> <p>-To add/delete the numbers in the systems by backend people.</p>	
g. Bulk SMS	Marketing Division,	<ul style="list-style-type: none"> Customer comes to BT counter for sending bulk SMS. Fill up the form of bulk sms 	<u>Level 1: Marketing Division</u>	

	Headquarter/ Customer Care / Service Centers *Marketing handles only contract customers and not individual customers.	<ul style="list-style-type: none"> • Counter person studies the content of the message. • If the customer doesn't have the number list for SMS broadcast, provide customer with the packages. Determine the price based on the list of numbers submitted or the customers package selection. • Receive the payment, thank the customer and update on the system and then send SMS out. 	<p>5 minutes</p> <p>- to check the content, number list and send SMS out</p> <p><u>Level 2: Counter</u></p> <p>5 minutes</p> <p>-to receive payment,data punch and send SMS.</p>
h. Mobile Number Retention	Customer Care / Service Centers	<ul style="list-style-type: none"> • Submission of the filled-up retention form or receiving application via email. • All the required information is verified and updated in DMS • Share the DMS link to BCRM for reference. • Receive the payment and thank the customer. 	<p><u>Level 1: Counter</u></p> <p>5 minutes</p> <p>- to check/verify the information and receive payment.</p> <p><u>Level 2: Manager</u></p> <p>5 minutes</p> <p>-In case the sales representatives are not able to verify the documents, customer will be requested to meet the manager</p> <p><u>Level 3. Backend</u></p> <p>-Backend to configure in the</p>

				system.
2.	<p><u>ISP Services</u></p> <p>a. Broadband Service</p>	Customer Care / Service Centers	<ul style="list-style-type: none"> • Enquire if the customer has a fixed line connection, when they come to avail BB service. - If YES, receive the duly filled form, enter the details into the system, and receive the payment as per the subscribed package. - If NO, provision a fixed line • Generate the work order; the broadband technical officers should enable the data. - Ask the customer if they need technical support regarding installation. - If YES, the technical officer / line person shall carry out installation, configuration and demonstration on the service usage. 	<p><u>Level 1: Counter</u></p> <p>5 minutes</p> <p>- To check/verify the documents and receive the payments.</p> <p><u>Level 2: Backend</u></p> <p>20 minutes</p> <p>-To enable data</p> <p><u>Level 3: Technical Help</u></p> <p>10 minutes</p> <p>- In case other technical support is requested by the customer</p>
	b. Leased Line/P2P	Regional Marketing Officers/IT Officers	<ul style="list-style-type: none"> • The Customer who avail lease line connection will submit the filled-up customer registration form at the counter or submit online • The feasibility study of the location will be completed in 3 Days by OSP Section/Concern technical at the PCs. BT will inform the customer in 3 working days if the location is not feasible for Lease-Line connection. 	-BT will provision leased line services with the turnaround time for installation, configuration and commissioning of leased line circuits irrespective of any medium or number

		<ul style="list-style-type: none"> • For enterprise customer availing more than 10MBPS, we will submit commercial to the customer along with the service agreement form. • Customer & BT signs an agreement as soon as service is commissioned • All the document to be updated in DMS & BSCS (CX) • Liaise with the customer to make the full payment at BT counter within the due date for the equipment sold on invoice. 	<p>of Mbps within 1 week after service/technical feasibility is completed. BT will also inform customer if the location is not feasible for leased line connection or if additional work is required within a timeline of 1 week</p>
c. IPVPN enterprise network	Regional Marketing Officers/IT Officers	<ul style="list-style-type: none"> • Customer discusses termination point, location, infrastructure and service with BT. • Inform the customer that a feasibility study would be conducted based on the details provided by the customer. • Prepare an estimate based on the feasibility study and submit it to the customer along with the service agreement form. • Customer & BT signs an agreement within 14 days after receiving the estimate or else drop. • Update documents in DMS. • Liaise with the customer to make the full payment at BT counter within the due date reflected in the agreement. 	<p>-</p> <p>BT will provision leased line services with the turnaround time for installation, configuration and commissioning of leased line circuits irrespective of any medium or number of Mbps within 1 week after service/technical feasibility is completed.</p> <p>BT will also inform customer if the</p>

			location is not feasible for leased line connection or if additional work is required within a timeline of 1 week
d. Domain Registration (Domestic & International)	Customer Care / Service Centers	<ul style="list-style-type: none"> • Customer fills up the domain registration form and hands it over to the counter. • Check the availability of domain names at www.nic.bt (3 preferences should be given by customer). • Counter uploads the domain form on BTDOC and sends link to approving authority to approve. • After approval, customer is notified to come and pay and counter takes the payment and updates BSCS. • If domain is rejected, customer is notified about the same by the counter staff • Systems (SES) registers the domain and a confirmation mail is sent to the customer. 	<p><u>Level 1: Counter</u></p> <p>15 minutes</p> <p>-to check/verify the documents and Scan and send for approval via DMS.</p> <p>Once approved register in CX system</p> <p>receive the payments</p> <p><u>Level 2: Manager</u></p> <p>5 minutes</p> <p>-To check domain availability, approve/reject and send link via BTDOC to counter staff.</p>

			<p><u>Level 3: Backend</u></p> <p>30 mins</p> <p>-to register the domain in the DNS, update nic.bt, and send email notifications to customer</p>
e. Web Hosting	Customer Care / Service Centers	<ul style="list-style-type: none"> • Customer visits BT counter with BT registered domain. Submit the filled up webhosting form with the web space options and upload in DMS and BSCS, DMS link is to system engineers by counter staff . • Customer makes the payment and a receipt shall be given to the customer. • Based on the customer details provided, the web shall be hosted. • Email is send to customer with web hosting details by SES 	<p><u>Level 1: Counter</u></p> <p>15 minutes</p> <p>- to check/verify the documents and Scan and send for approval via DMS.</p> <p>Once approved register in CX system</p> <p><u>Level 2: Backend</u></p> <p>1 working hour</p> <p>-To host the web, send email</p>
3	a. <u>Fixed Line</u> New Telephone Line	Customer Care / Service Centers	<ul style="list-style-type: none"> • Collect the filled in registration and surety form along with ID Copy from the customers. Upload document in BSCS. <p><u>Level 1: Counter</u></p> <p>5 minutes</p>

			<ul style="list-style-type: none"> • Verify the customer details and carry out feasibility check in the system & co-ordinate with line person. - If feasible, assign the vertical number. - If not feasible, inform the customer that it is not available currently & shall get back. • Receive the payment, assign the telephone number and thank the customer. • Carry out the physical installation at the customer's premises. 	<p>-To check/verify the documents, upload scan docs, check number availability, feasibility check and receive the payments</p> <p><u>Level 2: Backend</u></p> <p>10 minutes</p> <p>-To assign the vertical number to terminate the customer connection</p> <p><u>Level 3: Physical Connection</u></p> <p>1 & ½ hours</p> <p>-Carry out the physical installation at the customer's premises</p>
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b. Telephone Line Shifting	Customer Care Service Centers	<ul style="list-style-type: none"> • Collect the filled in line shifting form from the customer. • Verify the customer details and carry out feasibility check in the system & co-ordinate with line person. - If feasible, assign the vertical number. - If not feasible, inform the customer that it is not available currently & shall get back. • Receive the payment (no need to receive the payment as it will be billed in the first invoice)for telephone shifting and thank the customer. • Carry out the physical installation at the customer's premises. 	<p><u>Level 1: Counter</u></p> <p>5 minutes</p> <p>- To check/verify the documents, feasibility study and receive the payments</p> <p><u>Level 2: Backend</u></p> <p>10 minutes</p> <p>-To assign the vertical number to terminate the customer connection</p> <p><u>Level 3: Physical Connection</u></p> <p>1 & ½ hours</p> <p>-Carry out the physical installation at the customer's premises.</p>
c. Telephone Reconnection	Customer Care / Service Centers	<ul style="list-style-type: none"> • Customer submits reconnection form. • Verify if the customer details are in the system. - If YES, update the customer information in the system only upon clearing the pending dues. Receive the reconnection charges. - If the reconnection is older than 6 months, conduct feasibility and provision like new service. And if is not older than 6 months. 	<p><u>Level 1: Counter</u></p> <p>5 minutes</p> <p>- To check/verify the documents and receive the payments.</p>

			<ul style="list-style-type: none"> • Release the reconnected number. 	<u>Level 2: Backend</u> 10 minutes -to release the number
	d. Telephone ownership change	Customer Care / Service Centers	<ul style="list-style-type: none"> • Customer applies for change of ownership. • Verify the form with the consent of the previous owner and documents for both old and new customers. - If verified, Change the name and details of the connection to the new owner. - If not verified, verify the details of the customer. Approve the change request based on undertaking or decline the request on a case by case basis. 	<u>Level 1: Counter</u> 10 minutes - To check/verify the documents and change the ownership
4	<u>Other Services</u> a. B-Wallet/B- Ngul Service	Marketing Division, Headquarter/ Customer Care / Service Centers	<ul style="list-style-type: none"> • Receive the registration forms from the customers, counters and banks or customers can register for the service via My BT app. • Verify all the details on the form and enter the details into the system and upload the scanned copy of the documents. • Check the customer's registration status after two days of registration. - If registered, customer can use the service by receiving OTP within one Minute. - If not registered, BT will follow up with the bank for the validation - Check validation status for delayed numbers 	<u>Level 1: Counter</u> 5 minutes -to check/verify the documents and register in the system <u>Level 2: Bank side</u> 1 working day -Once registered from BT side, it is forwarded to the Bank.

<p>b. Toll Free/Toll Number (four-digit number)</p>	<p>Customer Care / Service Centers</p>	<ul style="list-style-type: none"> • Provide customers with the list of available numbers with the applicable charges. • Submission of the filled-up registration form along with mandatory documents. • All the required information / documents are verified. • Customer should have a fixed line connection/postpaid number to be mapped. • Based on the customers number choice, note the chosen number in the toll free form, scan and upload the form in DMS. • Send the DMS upload to backend (Soft switch, mobile switch, BCRM,sales) for configuration of the number. • issue the number and thank the customer. 	<p><u>Level 1: Counter</u> 10 minutes</p> <p>- To check/verify the documents and send the registration form with the provided toll free number.</p> <p><u>Level 2: Backend</u> 20 minutes</p> <p>-To map the number and make it ready based on the office order.</p>
<p>c. VPS</p>	<p>Marketing Division, Headquarter/ Data Center officials</p>	<ul style="list-style-type: none"> • Customer enquiries about the service with BT • Customers shall then provide their requirements • Share service the cost commercials via mail to the customers and follow through via email or call. • Customers than send us the purchase order for creation • Marketing than send to data center team for Configure and DC team provide user credentials to the customers. • Marketing than send details with MRC for billing • Customer & BT shall sign an agreement within 14 days 	<p><u>Level 1: Marketing</u> 30 minutes</p> <p>- To check/verify the documents</p> <p>Send commercial and ask DC team for configuration</p> <p><u>Level 2: Backend</u> The entire process</p>

				will take maximum 3 days.
	d. VIVO Handsets	Customer Care / Service Centers	<ul style="list-style-type: none"> • Customer visits BT counter • Customer checks the availability of phones and selects the desired model. • Fill in the customer details in the registration form • Customer submits registration form to SR • SR provides customer the phone and configures freebies in the customer's registered mobile number. • SR opens the phone and fills in the warranty card with customer details and forward for technical inspection. • SR in the technical counter will check the phones as per the checklist in the registration form of VIVO Phones. • Once verified by SR, receive the down payment for the phone and thank the customer. 	<p><u>Level 1: Counter</u></p> <p>5 minutes</p> <p>- To check/verify the forms and receive the payments.</p> <p><u>Level 2: Backend</u></p> <p>10 minutes</p> <p>- Configure freebies in customer's registered mobile number</p> <p>- Technical inspection as per the checklist in the registration form.</p>

	e. Data center	Marketing Division, Headquarter/ Data Center officials	<ul style="list-style-type: none"> • Customer come to BT counter for information • Customers shall then provide their requirements • Share service the cost commercials via mail to the customers and follow through via email or call. • Customers than send us the purchase order with requirments • Based on the requirement, service will be provisioned by carrying out the physical installation • Marketing than send details with MRC for billing • Customer & BT shall sign an agreement after commission. 	<p><u>Level 1: Marketing/IT</u></p> <p>30 minutes</p> <p>- To check/verify the documents</p> <p>Send commercial and ask DC team for configuration</p> <p><u>Level 2: Physical Installation</u></p> <p>Working day- Depends on the hardware of the clients.</p>
	f. B-Trowa	Customer End *need not have to visit BT outlets	<ul style="list-style-type: none"> • Customer can download the B-Trowa app from App store for IOS devices and play store for android devices OR Through a web-based portal b-trowa.bt for non-mobile devices like laptop, desktop or internet TV. • Fill in the customer details for registration. • The system will automatically send OTP password to your registered phone number within one minute. • Once you are registered, the moment you log in you are able to view the contents. 	Auto generated OTP
	g. My BT App	Customer End	<ul style="list-style-type: none"> • Customer can download the My BT App from App 	

		*need not have to visit BT outlets	store for IOS devices and play store for android devices. <ul style="list-style-type: none">• Fill in the customer details for registration.• The system will automatically send OTP password to your registered phone number within one minute.• Once you are registered, customer can avail the services.	Auto generated OTP
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2.2. Service Standards

2.2.1. Communication metrics

Bhutan Telecom employees shall always provide services beyond customers' expectations. As communication is one of the important elements of a good service, they should always bear in mind the following communication metrics:

- Always be courteous and treat customers with respect, honesty and fairness.
- Always ensure that the employees communicate in simple languages and make it clear to the customers. Avoid technical jargons as much as possible.
- Always ensure that the information provided to the customers is accurate and up-to date.
- Always ensure to assist the clients and responsive to the customers' needs.
- Always ensure that the customer understands any technicalities of the service, if necessary the customers shall be shown practical demonstrations as well.
- Always avoid arguments with the customers. Instead of arguing, employee must explain.

2.2.2. Service Accessibility rights

In order to provide a good service, services should be accessible to the customers. The service

Sl.No	Location	Opening Hours	Closing Hours	Days	Remarks
1	Thimphu Main Counter	9:00 AM	4:30 PM	Monday - Friday	Will be open from 9:00 AM – 11:00 AM on Saturday. The Counter will remain closed on Sunday and Government Holidays.
2	Thimphu One stop shop	10:00 AM	7:00 PM	Monday - Sunday	Currently it is closed due to Covid protocols (limited space)
3	Regional / Exchange Counters	9:00 AM	4:00 PM	Monday - Friday	Will be open from 9:00 AM – 11:00 AM on Saturday. The Counter will remain closed on Sunday and Government Holidays.
4	Contact Center	24 Hours		Sunday -Monday	

centers shall remain open as per the standard timings and if closed due to unavoidable circumstances then the customers shall be informed in advance. If the service counters remain

closed during this period, the customers have the right to information on such closure & if not informed, the customers have the right to demand services.

2.2.3. Service Assessment rights

The customers shall have the right to assess the service quality of Bhutan Telecom Limited and the customers have the right to give any service feedbacks or file complaints to the company. Bhutan Telecom shall earnestly resolve the complaints or consider the feedbacks given by the customers to improve the services at all times. Some of the general rights the customer has are as below:

- Customers have the right to file any complaints or feedbacks related to BT services to the company.
- Customers have the right to know the status of their complaints or feedbacks.
- Customers shall have the right to ask for a written acknowledgement from the company for filing a complaint.
- Bhutan Telecom shall not disclose any information of the complainant and maintain confidentiality at all times.
- Bhutan Telecom shall always respond to customer’s complaints and feedbacks through e-mails, letters, calls and faxes at the earliest.

2.2.4. Service standards for customer interaction

Telephone/Mobile

Service Principles	Measures of effectiveness
Telephones will be answered promptly	<p>We will try to respond to customer calls at the first ring itself.</p> <p>We will try to answer the queued calls within short period of time</p>
We will be courteous, professional and helpful	Greet customers in a polite and courteous manner saying, “Good morning/afternoon, how can I help you?”

	<p>Listen carefully to the enquiry.</p> <p>Give full attention to the customer</p> <p>End the call with a thank you and confirm with the customer the outcome.</p> <p>When answering the telephone, we will provide customer with our agent's name and work area if asked.</p>
We will be accessible by telephone all the time	Our contact center is available 24/7.

In Person

Service Principles	Measures of effectiveness
We will assist promptly	<p>We will serve customer within ten (10) minutes of the arrival in most of the instances except for few services like fixed line service.</p> <p>We will advise customer, in advance, about any unexpected delays in attending to them.</p>
We will be courteous, professional and helpful.	<p>Greet customers in a polite and courteous manner saying, "Good morning/afternoon, how can I help you?"</p> <p>Listen carefully to the enquiry.</p> <p>Give full attention to the customer</p> <p>End with a thank you and confirm with the customer the outcome.</p>
We will be accessible.	<p>Customer can contact any of our branch offices during office hours.</p> <p>Our contact center is available 24/7.</p>

Personal Calls to Customers

Service Principles	Measures of effectiveness
We will make an arrangement	Wherever possible, BT official will make a visit with the customer after seeking their

	<p>appointment, clearly stating the purpose of the visit</p> <p>Keep customers informed of any changes to the visit arrangements</p> <p>Carry our identity card at all times</p> <p>Use tact and courtesy as a visitor</p> <p>Close the visit by explaining the next steps, and leave written information where possible</p> <p>Follow up your commitment to the customer with action</p>
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Written Communication

Service Principles	Measures of effectiveness
We will respond to customer correspondence promptly	<p>We will reply to all correspondence timely, using the most appropriate contact method – telephone, in person or in writing.</p> <p>We will acknowledge E-mail requests and provide you with a likely timeframe for our full response.</p> <p>Respond to the correspondence in the language of the original communication</p> <p>Ensure the presentation of all written correspondence is easy to understand, professional and accurate</p> <p>Include a contact name and direct dial number together with any other information needed to assist the customer</p>
We will be courteous, professional and helpful.	<p>We will provide accurate, helpful and timely responses that are relevant to customer needs.</p> <p>We will provide contact details in our written correspondence.</p>

	We will be courteous, professional and helpful.
We will be accessible in writing.	All the staffs will have mail contact options. We will be accessible in writing.

2.2.5. Our Service Guarantee

To fulfill our service guarantee to customer, we are committed to having well trained and supportive staff and to developing and maintaining an open and accountable culture that is fair and reasonable in dealing with our clients. We will provide customer with quality service by:

- Identifying ourselves when we speak to them.
- Seeking to understand the requirements and to identifying what is important to them.
- We will listen actively and act responsively to customer needs.
- Treating customer with respect and courtesy, maintaining confidentiality where required.
- Giving clear, accurate, timely and relevant information or help.
- Being clear and helpful in dealing with customer, giving reasons for our decisions.
- Respecting the confidentiality of personal information.
- Presenting our responses to customer inquiries or letters clearly and concise using simple English or other means relevant to their needs.
- Ensuring that our Website is user friendly.
- Ensuring that all our services meet a well-defined need of customers.

2.2.6. Our Promises to Customer

- **We will offer a service that customer can rely on**

We try to provide a punctual and reliable service at all times. Our aim is for all services to arrive on time – we will always monitor our performance closely and make improvements where

punctuality is not meeting our customers' needs. Customer can visit our social media pages (website/ Facebook and Instagram) for the latest service information.

- **Our team will be friendly, helpful and committed to helping customer**

We have help desk teams in every extension office and also our contact center teams who will always be approachable, knowledgeable and friendly. If customer has any problem, complaint, feedback or simply if they need some information, please let a team member know and they will do their best to help.

We are always looking at our facilities to make sure we offer a high standard of customer service.

- **We will help customer, particularly when things go wrong**

Occasionally things go wrong – no matter how hard we try. When they do, we will do our utmost to put things right there and then. We will make it as easy as we can for customer to let us know, and will seek to solve any problems as quickly and fairly as possible. Our team have the authority to make decisions and resolve issues as soon as customer contacts them.

We cannot guarantee our services will always run on time, but we will ensure we keep customer informed. We will endeavor to keep informed via SMS, announcements and our 24-hour Contact Center team can always be contacted on toll free number **1600**.

- **We will listen to customer's feedback and address the issue if any**

We welcome all feedback – good and bad. Once we know what customer think, we will act to make improvements.

Negative comments will be studied and make sure we focus on improving the things customer say matter most. Positive feedback can also be passed on. We always aim to exceed customer expectations, so when we do, we are always happy to hear about it!

Customer can tell us what they think in a number of ways – they can text/email/call for their comments/feedbacks.

- **We will make customers easier to contact us**

We want to make it easy for customer to contact us. This can best be done face-to-face at one of our branch offices or calling our Customer Care.

We also respond to comments received via Facebook, and Instagram apart from 1600. We will try to resolve query or concern immediately. If we need to investigate further, we will respond to

customer accordingly. We promise to genuinely and honestly investigate all complaints received and try to resolve as fast as possible.

Our Customer Care team can be contacted at # 1600.

- **We will try our best to solve any problems**

We will do our best to resolve any issues to customer satisfaction and constantly evaluate the handling of complaints to ensure we are meeting high standards.

However, if you do not feel that we have dealt with the matter to customer satisfaction, customer can contact us personally and we will independently review the case.

2.2.7. Billing

- The Company shall send the bill/statement of charges to the subscriber at the address provided by the subscriber. In case of non-receipt of the bill/ statement, the subscriber shall make reasonable endeavor to enquire about bill through an email bia@bt.bt/bcrm@bt.bt. Subscriber will receive the bill either through the electronic media (including emails from bia@bt.bt) or through its electronic messaging service or through physical bill/ statement.
- Subscriber shall be sent the bill/statement of charges on or before due date. It is the responsibility of the Subscriber to inquire about the amount payable and settle the same in case of non-receipt of bill/statement of charges.
- In case any charges are disputed, subscriber shall intimate the company. In case of non-receipt of such information, the charges will be presumed to have been accepted.

2.2.8. Suspension/ Termination/ Discontinuation of Services

Service quality, functionality, availability and/or reliability may be affected due to various factors:

- Transmission limitation caused by physical obstruction, geographic and other causes of radio interference or faults in other telecommunication networks to which the Network is connected
- Any discrepancies/wrong particular(s) provided by subscriber
- Delayed/ non-payment of bills/ statement of charges

- Default in the payment of amount
- Changes in the law, rules, regulations or orders, directions, notifications etc. by the authorities
- In case of misuse of services or breach of any terms and conditions by the subscriber
- In other cases, the company at its sole discretion may suspend/discontinue the services by giving reasonable notice to subscriber
- In case the subscriber opts for discontinuation of services, the company shall refund directly to the subscriber the refundable amounts, after adjustment of dues if any

2.2.9. Self-attested documents required to furnish Proof of Identity and Address.

- For National – Copy of Citizenship Identity Card with address
- For Non-National – Copy of ID card/Passport/Work permit/Voter Card/Ration Card/Immigration Permit/Residency Letter/Employer Assurance Letter
- Any contract agreement/undertaking letters

2.2.10. Complaint Redressal Process

Your suggestions and complaints are most welcomed and will be dealt promptly. In case you find that our services do not meet your expectations, please feel free to contact us, either at our Customer Care, or at any service centers.

Our offices are located in all 20 Dzongkhags. The customer may contact us at any of our branch offices closest to his/her location for all their queries, requests or complaints.

Alternatively, the customer may choose to call us from the comfort of their home, day or night, at our contact center number 1600 (toll free) which is accessible from anywhere in the country from your mobiles as well as from other service provider numbers or you can visit our website www.bt.bt.

We will acknowledge client feedback immediately. We will monitor and report on all feedback/complaint, and consider this in reviewing and improving our service

2.2.11. Help us Serve You Better

- Let us know as soon as possible when we do not meet your expectations. We will investigate your complaint and tell you what we have done about it.
- To help us give you the best possible service, we welcome suggestions for improvement to address any difficulties you are experiencing.
- We will try to resolve complaints satisfactorily and promptly. You can help us do this by providing clear details of relevant facts, persons and dates when you make a complaint.
- Complaints should be made to the person you have been dealing with (or that person's supervisor) or sent to our mailing address.
- We may seek your input to random surveys (Customer Satisfaction Survey) of how the community perceives our services and what services are needed, including assessments of our performance.