



INFRATEL CORPORATION LIMITED CUSTOMER SERVICE CHARTER

1. INFRATEL shall act legally, ethically, fairly, reasonably and responsibly in all its dealings with customers.
2. INFRATEL shall ensure that all services provisioned to a customer are in strict accordance with committed level of service and are as specified in the service contract, the Service Provisioning Form and or the Service Request Form.
3. INFRATEL shall ensure that all invoices issued are in strict accordance with the pricing agreed upon between the customer and INFRATEL.
4. INFRATEL shall continue to innovate and provide cost-effective, secure and reliable ICT solutions and services to all its customers.
5. INFRATEL shall respond to written enquiries/ complaints within 24 hours
6. INFRATEL Shall actively seek customer feedback on how to better serve the customer's needs.
7. INFRATEL shall provide data centre services with 24/7 availability with guaranteed 99.982% uptime.
8. INFRATEL shall be committed to ensuring that all installations and operations are of a high standard and that performance reporting is factual and accurate.
9. INFRATEL shall be committed to attending to all customer concerns, queries and suggestions to ensure that INFRATEL meets and exceeds customer expectations.
10. INFRATEL shall be courteous in all its dealings with customers.
11. INFRATEL shall protect and keep all customer personal information confidential in the manner specified by law.

Contact Information

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