

Customer for Life is a unifying principle and core set of values that define both IP Telco culture and our approach to customer engagement.

Our goal is to build deeper and long term customer relationships, provide superior customer experiences, and ultimately, create better solutions and services.

At the core of our business is a set of products and technologies that enables people to work the way they want to and delivers high quality user experiences – our culture and people aim to do the same.

From the moment you engage IP Telco, you will experience our commitment to go the extra mile and deliver value to you as our customer and our partner. We will continually strive for excellence and hold customer success as criteria that we measure and align against.

## Our Customer for Life Policy encompasses the following elements:

- ✓ Initial assessment of your current situation and requirements
- ✓ Site inspection to ensure successful delivery of all the components prior to outlining our tailored solution
- ✓ Comprehensive proposal detailing our tailored business solution
- ✓ Delivery & installation of hardware
- ✓ Successful implementation of any services
- ✓ Configuration of hardware & components
- ✓ Training
- ✓ Ongoing support & customer care
- ✓ Service & Maintenance Agreements

*Our Customer for Life Policy is designed to nurture lifelong customers, relationships and business partners.*

Our customer lifecycle framework builds an engagement model that provides our customers with best of breed innovation, strategies for successful adoption and a partnership that ensures that our commitment becomes your reality.

*In essence, our company philosophy is to deliver a great experience to every customer, in every location, every single time.*

From our initial engagement and in collaboration with you, our focus is on analysing and understanding your needs and current situation, then aligning and tailoring innovative solutions for your business that increase efficiency, satisfaction, profitability and advocacy.

Although we shall make every endeavour to ensure your experience with IP Telco exceeds your expectations, we acknowledge that in business not everything always runs according to plan. And it is here that we offer you a point of difference that distinguishes us from other Service Providers.

We will continue to work relentlessly to retain your loyalty.

However, if you feel for whatever reason that you are not satisfied with your IP Telco experience, and after allowing IP Telco the opportunity to:

1. Diagnose and rectify any service breakdown or other issue
2. And our best efforts do not rectify the breakdown or issue to your satisfaction
3. And you feel there is no other alternative once all avenues have been exhausted

Then we will assist you in switching your services to another carrier of your choice if that is your desire – even if you are still under contract with us.

*Our customers are the lifeline of our business and we are determined to build customers for life, not just customers for now!*