

# Keeping You Connected

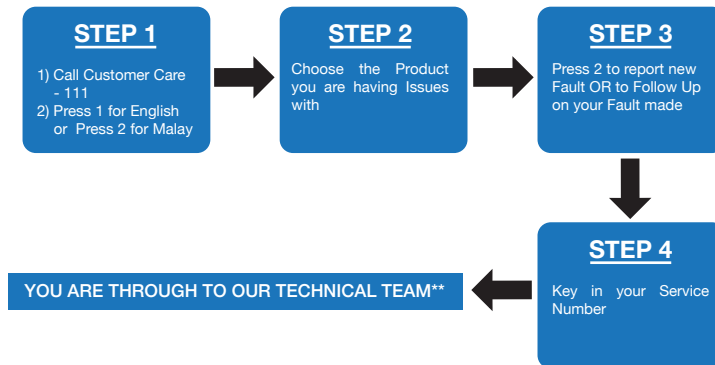


This PDF file is intended as a Customer Guide to tell us when you are experiencing a Service disruption on your imagine products and services.

### OUR COMMITMENT

- 1) We will provide a Channel for our customers to report their concerns.
- 2) We will listen to you and commit to providing the best response, first time every time.
- 3) We will endeavor to respond to your concerns within our service standards.
- 4) We are committed to providing a solution to your concerns on our best effort basis.

### ACCESS IN 4 EASY STEPS



\*\*Our Technical team is on standby from 07.00AM to 09.00PM DAILY to address your concerns on the spot.

### HELP US TO HELP YOU

- 1) Provide us with clear requests and contact details
- 2) Provide us with accurate details
- 3) Inform us when your details change
- 4) Be courteous and respectful
- 5) Provide us with constructive feedback

### FOR A FASTER RESOLUTION:

- 1) We ask that all required groundwork or internal wiring in your premise is ready for the service level required prior to our visit.
- 2) In the event that you choose to bypass our mandatory Troubleshooting process and insist on a visit immediately, we reserve the right to levy Service Charges as per our prevailing tariff.
- 3) We are responsible for infrastructure work upto the first Termination Box within your premises. For work beyond this demarcation point, any incidental charges will be borne by you according to prevailing tariff determined by imagine or its Contractors.
- 4) On best effort basis and subject to availability, we will arrange an adequate replacement for faulty hardware equipments and devices purchased from imagine for only those within the warranty period of ONE YEAR of Service applied.
- 5) We are not responsible for requests for either repair, configuration or installation on Customers' personal hardware equipment and devices, such as Customers' Tablets, Laptops or Desktops and including modem, router, telephone set, telephone socket, internal wiring, in-premise splitters, or security systems that were not provided or bought from imagine.

### OUR ACCOUNTABILITY

If you are not satisfied with our Resolution and effort made:

#### FOR RESIDENTIAL SERVICES

- a) Try to resolve the issue directly with the staff concerned
- b) If unresolved, ask to talk to the staff's supervisor

#### FOR COMPANY SERVICES

- a) Try to resolve the issue directly with the staff concerned
- b) Direct your concerns and queries to your Relationship Manager, if known

If necessary, escalate your concerns to us at Customer Care for us to address your concerns accordingly.

### HOW TO ESCALATE YOUR CONCERN

Talk2Us: Call us at 111

Write2Us at [imagine.com.bn/personal/write2us](https://www.imagine.com.bn/personal/write2us)

We also welcome any other feedback or suggestions to help us improve our service to you.