



CUSTOMER SERVICE CHARTER

for ST. HELENA

OUR PROMISE

Service Delivery

You need to have a clear understanding of when you will receive service.

We promise, where capacity is available and service is offered, to meet maximum service delivery times.

Maximum Service Delivery Times

Service Type	Maximum Delivery Time (working days)
Business Line ²	10 days
Dual Line ²	10 days
Government Line ²	10 days
Residential Line ²	14 days

If we exceed the delivery times without your agreement you will be entitled to claim a refund equivalent to that of the installation charge levied on the service. If an installation charge is not levied, you will be entitled to claim the first month's rental charge for the delayed service.

Fault Repairs

You need to rely on our service, to be given accurate information about when the service can be resumed, and to be kept informed of the progress of repairs.

We promise that you will be able to report faults 24 hours a day, 365 days a year.

Business or Government Customers

we will respond to your report within eight working hours. If a fault cannot be repaired within this time, you will be notified and given a specific time of completion. If the fault cannot be repaired within eight working hours from the time it was reported, you will be entitled to claim £7.50 for each additional eight working hours that the service is unavailable.

Dual Customers

we will respond to your report within eight working hours. If a fault cannot be repaired within this time, you will be notified and given a specific time of completion. If the fault cannot be repaired within eight working hours from the time it was reported, you will be entitled to claim £4.00 for each additional eight working hours that the service is unavailable.

Residential Customers

we will respond to your report within twelve working hours. If a fault cannot be repaired within this time,

Billing

You need to receive an accurate bill.

We promise to supply an accurate bill each month.

Operator Service/Directory Enquiries

You need to have all calls answered promptly and courteously.

We promise to answer all operator service calls, on average, within 10 seconds.

Information

You need to receive timely and accurate answers to your questions.

We promise that, within working hours, you will be able to speak to a customer service representative on the phone with, on average, no more than a 15 second wait. The representative will either answer your question immediately, or get back to you within eight working hours.

Payphones

You need payphones that are reliable.

We promise that our payphones will not be out of service for longer than eight working hours on more than two occasions each month.

Choice of Services

You need access to a range of services that provide you with options for meeting your communications needs.

We promise to supply a range of services in a flexible manner that provides solutions to your communications needs.

Claims

Claims can be made by the person who rents the line within two calendar months from the last day that the claim relates. Except as specifically indicated in this Charter, Cable & Wireless accepts no liability for failure to meet the Charter service levels.

The only occasions on which these standards will not apply are for circumstances beyond the control of Cable & Wireless.

All service and fault refund claims should be made through our Customer Services department by dialling 150.

We actively seek your comments and will record details of them to improve the service we provide to every customer.

you will be notified and given a specific time of completion. If the fault cannot be repaired within twelve working hours from the time it was reported, you will be entitled to claim £2.00 for each additional twelve working hours that the service is unavailable.

If you are not satisfied with Cable & Wireless' performance of this Charter, then please contact our Customer Services help line Telephone 150.

¹The agreed delivery times will be met after a credit check has been completed and the order has been approved for credit.

²Direct exchange line only

Cable & Wireless reserves the right to amend this Charter at any time.