



**Treating
Customers
Fairly
Policy**



1. Introduction

At Thatrian Tech, we are dedicated to fostering a culture of fairness, transparency, and integrity in all our interactions with customers. This policy outlines our unwavering commitment to treating customers fairly and ensuring their satisfaction throughout their journey with our telecommunications services.

2. Our Commitment

We are committed to upholding the principles of Treating Customers Fairly (TCF) in every facet of our operations. Our commitment encompasses:

- Providing telecommunications services that meet the diverse needs and preferences of our customers.
- Ensuring that our products and services are accessible, transparent, and aligned with customer expectations.
- Offering clear and accurate information about our services, including pricing, terms, and any potential limitations.
- Treating all customers with respect, courtesy, and professionalism.

3. Transparent Communication

Transparency is a cornerstone of our customer relationships. We believe in:

- Clearly communicating the features, benefits, and limitations of our telecommunications services.
- Providing comprehensive information about pricing plans, charges, and fees, enabling customers to make informed decisions.
- Keeping customers informed about any changes to services, pricing, or terms, well in advance.

4. Personalized Solutions

Recognizing that each customer has unique requirements, we are committed to delivering personalized solutions whenever possible. Our approach includes:

- Tailoring our offerings to align with customer needs, ensuring they get the most suitable telecommunications solutions.
- Providing options for customization and flexibility, allowing customers to choose plans that best fit their usage and preferences.
- Offering exceptional customer service to address individual concerns and provide relevant assistance.

5. Customer Feedback and Complaints

We value customer feedback as an essential tool for continuous improvement. Our approach to customer feedback includes:

- Providing accessible channels for customers to express their opinions, concerns, and suggestions.
- Responding to customer inquiries, feedback, and complaints promptly and professionally.
- Investigating and resolving complaints thoroughly, keeping customers informed throughout the process.

6. Empowered and Informed Customers

We empower our customers by:

- Ensuring that customers understand the terms, conditions, and features of the services they choose.
- Providing easy-to-understand guides and resources to help customers use and manage their telecommunications services effectively.
- Promoting digital literacy and assisting customers in maximizing the benefits of our services.
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7. Compliance and Legal Framework

We are committed to complying with all applicable laws, regulations, and industry standards that relate to telecommunications services and customer protection. Our practices align with the regulations set by [Relevant Telecommunications Regulatory Authority/Body].

8. Staff Training and Development

We ensure our employees are well-versed in TCF principles and equipped to provide excellent customer service. This includes:

- Regular training to educate staff about TCF principles, ethical conduct, and best practices in customer interaction.
- Empowering employees to address customer needs proactively and offer appropriate solutions.

9. Continuous Improvement

We are committed to constant improvement. This involves:

- Analyzing customer feedback and data to identify areas for enhancement in our services and customer experience.
- Regularly updating our offerings to incorporate technological advancements and customer preferences.
- Implementing innovative solutions to streamline customer interactions and improve their experience.

10. Monitoring and Reporting

We regularly monitor our performance against TCF principles and customer satisfaction metrics. These insights guide us in enhancing our policies, processes, and services.

11. Community Engagement

We believe in being an active member of the communities we serve. This involves:

- Supporting local initiatives and projects that benefit our customers and the community at large.
- Collaborating with community partners to enhance digital literacy and connectivity.

12. Sustainability and Environmental Responsibility

We recognize our responsibility to minimize the environmental impact of our operations. Our commitment includes:

- Implementing sustainable practices that reduce energy consumption and waste generation.
- Offering electronic billing and communication options to reduce paper usage.
- Seeking partnerships with environmentally conscious suppliers and vendors.

13. Contact Us

For any inquiries, concerns, or feedback about our Treating Customers Fairly Policy, please reach out to our dedicated customer service team at **info@thatriantech.co.za**.