

COMPLAINTS ESCALATION PROCESS

Mascom is committed to providing a high standard of service to every customer, every time, whichever way they contact us. If you wish to lodge a complaint about Mascom products or services please follow the procedure below:

STEP 1



Any customer complaints relating to our products or services can be made through the Mascom website, our contact centre, at 111 or 129 or through any one of the Mascom shops or by email to customerservice@mascom.bw. Corporate customers should send their complaints to corporatesales@mascom.bw.

STEP 2



If you feel that your complaint has not been adequately resolved you may request for the matter to be referred to the department manager. The department manager will review your case, attempt to resolve any issues and respond within 10 working days.

STEP 3



If the department manager is unable to resolve the complaint to your satisfaction, you may request your complaint to be referred to a senior manager who will make reasonable effort to resolve the issue and respond within 10 working days.

STEP 4



If you are not satisfied with the outcome of the complaint handled by the senior manager, you may request a review by the Chief Executive Officer of Mascom in writing. The CEO will endeavour to address the complaint and respond to the customer within 28 working days.

STEP 5



If you consider we have not been able to resolve your complaint satisfactorily after the response from the CEO, you may then make a complaint to Botswana Communications Authority.

INFORMATION YOU NEED TO PROVIDE

To help us investigate and resolve the problem as quickly as possible, please provide the following information:

- Your name, address, cell number and/or account number and a clear description of your concern or complaint.
- Copies of any relevant documents, such as letters or any other correspondence and documentation.
- We endeavour to deal with all complaints fully, fairly and promptly.



Number 1 because of you.