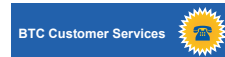


BOTSWANA TELECOMMUNICATIONS CORPORATION GROUP CUSTOMER COMPLAINTS PROCEDURE



At BTC, we are committed to serving our customers with a high standard of service, and we endeavour to resolve all complaints in an efficient, and courteous manner. We have deployed a dedicated **Customer Complaints Team** who will deal with all complaints timeously and with utmost professionalism.

WHAT IS A COMPLAINT?

A complaint is defined as any dissatisfaction expressed by the customer for products and/or services not being delivered within the agreed turnaround time or any other dissatisfaction expressed relating to customer service.

HOW TO REGISTER A COMPLAINT

BTC FIXED



In Person:

A complaint can be made in person at any BTC office countrywide



By Telephone

• Please call 121 from a landline (toll free) or 3923141 from a cellphone (standard rates apply)



In Writing

• Please send an e-mail to 121@btc.bw or mail by post to the office closest to your area. (please consult your Phonebook for addresses). Alternatively you can fax to 3912978

beMOBILE



In Person:

A complaint can be made in person at any beMOBILE office countrywide



By Telephone

• Please call 1333 from a landline and a beMOBILE cellphone Call 3181241 from other mobile phones



In Writing

• Please send an e-mail to care@bemobile.co.bw or mail by post to the office closest to your area. (please consult your Phonebook for addresses). Alternatively you can fax to 3133740

BOTSNET



In Person:

A complaint can be made in person at any Botsnet office countrywide



By Telephone

• Please call 3953000 from both landline and cellphone (Standard rates apply)



In Writing

• Please send an e-mail to help@botsnet.bw or mail by post to the office closest to your area. (please consult your Phonebook for addresses). Alternatively you can fax to 3900627

COMPLAINT ESCALATION

If a complaint is not resolved within the set time frames, it will be escalated as follows:

- Head of Customer Relationship Management
E-mail: crmteam@btc.bw (after a further 24 hours)
- General Manager Commercial – Fixed
E-mail: gmfixed@btc.bw (After a further 72 hours)
- Head of Marketing Communications
E-mail: pr@btc.bw (after a further 72 hours)
- Chief Executive Officer
E-mail: ceo@btc.bw (after a further 72 hours)

COMPLAINT ESCALATION

If a complaint is not resolved within the set time frames, it will be escalated as follows:

- Head of Customer Care
E-mail: care@bemobile.co.bw (after a further 24 hours)
- General Manager – beMOBILE
E-mail: gm@bemobile.co.bw (After a further 72 hours)
- Head of Marketing Communications
E-mail: pr@btc.bw (after a further 72 hours)
- Chief Executive Officer
E-mail: ceo@btc.bw (after a further 72 hours)

COMPLAINT ESCALATION

If a complaint is not resolved within the set time frames, it will be escalated as follows:

- Broadband Manager – North/South
E-mail: mgt@botsnet.bw (after a further 24 hours)
- General Manager – Broadband
E-mail: gm@botsnet.bw (After a further 72 hours)
- Head of Marketing Communications
E-mail: pr@btc.bw (after a further 72 hours)
- Chief Executive Officer
E-mail: ceo@btc.bw (after a further 72 hours)

In cases where the customer has reported the complaint with BTC and has exhausted all channels of escalation but the complaint remains unresolved, the customer then reserves the right to escalate the complaint to the Botswana Telecommunications Authority (BTA).

Botswana Telecommunications Corporation,
Plot No. 50350, Megaleng House, Khama Crescent
P O Box 700, Gaborone, Botswana
Telephone: 3958000



Make the
most of

