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Customer Service Charter

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You can expect us to:

- Greet you in a polite and friendly manner. Attend to you promptly when you are visiting our Service Desks
- Commit to delivering our services as reliably and efficiently as possible
- Document all actions to ensure that an accurate record of your query/issue is maintained
- Respect your privacy, protect your information in confidence and ensure that it is not disclosed except as provided for by law
- Contact you with a resolution to confirm that you are satisfied
- Provide redress should you have a complaint and deal with it promptly, impartially and in confidence
- Empower you to find information and solutions to resolve IT issues yourself
- Consistently measure our customer feedback
- Keep you informed of progress during a ticket

We expect you to:

- Treat IT staff with courtesy, respect and behave in a professional manner at all times
- Where possible provide accurate information relating to your issue and advise IT in a timely manner if developments occur
- Abide by MTS IT policies and those implemented as a public sector organization
- Use MTS equipment and facilities with respect and consideration for others
- Use IT recommended solutions that provide efficiencies and effective delivery of service for

all

- Consult with IT regarding technology related decisions before engaging external parties
- Be understanding when an issue is outside the scope of our support

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