

Customer Service Charter

We are dedicated to deliver an excellent service to our customers. Our customer service charter sets out our commitment to provide you, our customer with the service that you deserve.

Who we are and what we do

Zenner is the billing and collection service provider for cooling charges. Our aim is to provide you as our customer with timely, accurate and easy to read cooling invoices and facilitate payment through a multitude of user-friendly channels as well as to offer support and assistance with any enquiries that might arise in the process.

Who are our clients

Our clients are the end users of the cooling services, owners/tenants that own/rent properties in the buildings where Zenner has been appointed as billing and collection service provider by the owners association/building owner.

Our Customer Service Principles

Responsiveness

- We will respond promptly to your enquiries received through phone, email, our contact form online or at our customer service centers.
- We aim to respond to phone enquiries in one working day and emails within two working days.
- We will provide accurate and up to date information upon request.

Quality service

- Our customer care team has a positive attitude and is dedicated to resolve most of your enquiries in a timely manner.
- Our field team is highly trained with a vast array of metering devices to solve problems on site.
- Our back office team understands your issues because of their extensive experience within the line of business.
- Our billing services are automated, and are designed to process the information with minimum human input to minimize potential errors.

Transparency

- We are open and transparent about our billing and collection process.
- All our terms and conditions are published on our website.
- We aim to provide consistent and clear information across our communication channels.

- All the historical data about reading, consumption, cost and payments is available online on the consumer dashboard.

Interacting with us

If you use our website services you can expect

- To reach us when and where it is convenient for you through the contact form online.
- To quickly find what you need on our user friendly website.
- To have 24/7 access to your billing information on the consumer portal.

If you call us you can expect

- Our staff to be friendly, experienced, and knowledgeable.
- To receive a prompt solution to your request.
- To be offered assistance in both Arabic and English.

If you contact us via email you can expect

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- To receive a reply within two working days.
 - To be updated of the status of your request if this takes longer time to be resolved.
 - Our answer to be in line with the terms and conditions and the message to be delivered in a clear and concise manner.

To allow us to help we expect you will

- Be able to provide us with 2 verification information in addition to the unit number and building name.
- Take time to understand your obligations and aim to fulfil them.
- Provide us with honest, constructive feedback on our service.
- Contact us if you believe we have made an error or wish to make a complaint.

Our Customer Service Values

In interacting with you we will be professional and understanding. We commit that our staff individually and collectively is upholding the following values:

- Committed to Service
- Respectful
- Accountable
- Prompt

Our Customer Service Commitments

Serial No	Key activity	Service level	Time	Key performance indicator
1	Meter reading	Collect readings on schedule and make them available	Daily where applicable, otherwise as per schedule	100%
2	Invoicing	Generate invoices on monthly bases as per the schedule and make them available	As per billing schedule	100%
3	Client's registration	Complete the account setup and enable services	2 working days	90%
4	Final bill	Generate final bill	On the move out date or on the next working day	90%
5	Deposit refund	Transfer the balance of security deposit held by Zenner	5 working days	100%
6	BTU meter inspection	Assess the functionality of the measuring device	5 working days	95%
7	Cooling service reconnection	Reinstate the service disconnected after the payment of outstanding is received	24 hours	100%

Zenner is committed to achieve minimum 95% compliance rate on customer service commitment.

Zenner is committed to measure its customer service performance and shall produce an annual report on its performance compared to the objectives set for the industry and comment on its performance against expectations and its ambitions in terms of improvement over the years as per the standards of service described in the RD05 from the Regulatory and Supervisory Bureau for Water and Electricity Sector.

Feedback – suggestions, compliments and complaints

Feedback includes suggestions, compliments, complaints, or any information about the delivery of services or performance.

You can provide feedback using our email address provided at the bottom of your cooling invoice, contact form online on <https://myzenner.ae/Contact> , our email address customercare@myzenner.ae or our tollfree number **800-ZENNER (936697)**

We appreciate you provide us with your complaint should you have one, to give us the opportunity to resolve it.

All phone calls are recorded for quality and training purposes and all written correspondences received are stored as per Zenner's guidelines. Complaints are classified as open ticket until a resolution is provided, moment in which they become closed ticked. The history of complaints is available in the Zenner billing software, which has a dedicated section in the account details.

All our customers have the right to raise concerns and make legitimate complaints and expect that the issues raised will be handled in a fair, confidential and responsive manner, free from repercussion or prejudice.

Clearly explaining the issue and what you think should be done to fix it will assist us. Please include copies of any relevant documents.

Firstly, at the conclusion of a formal complaint, you will receive our decision in writing within two working days from our customer support team.

Secondly, if you are still not satisfied, you may ask for a review of our handling of the matter. The review process will be done by the Billing Account Management and will determine if we acted according to our policies and guidelines.

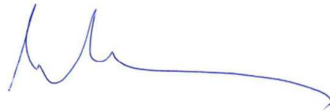
Thirdly, if you are still not satisfied, you may ask for the matter to be escalated to the Billing and Collection Manager who will review your complaint and the handling process to provide you the final resolution.

If you remain dissatisfied, you may approach the RSB to raise a complaint.

As a rule, the RSB will not investigate complaints until they have been raised directly with Zenner and all the escalation level have been exhausted.

<https://myzenner.ae/Contact>

Signed



Hans Altmann (Managing Director)

Date

19th October 2022