



CUSTOMER CHARTER

Elevating Experiences, Exceeding Expectations: Our Pledge to You

Customer Charter

Welcome to our Customer Charter, our commitment to telecommunications channel excellence. Trust us to deliver exceptional service as we bridge the communication gap with integrity and efficiency.

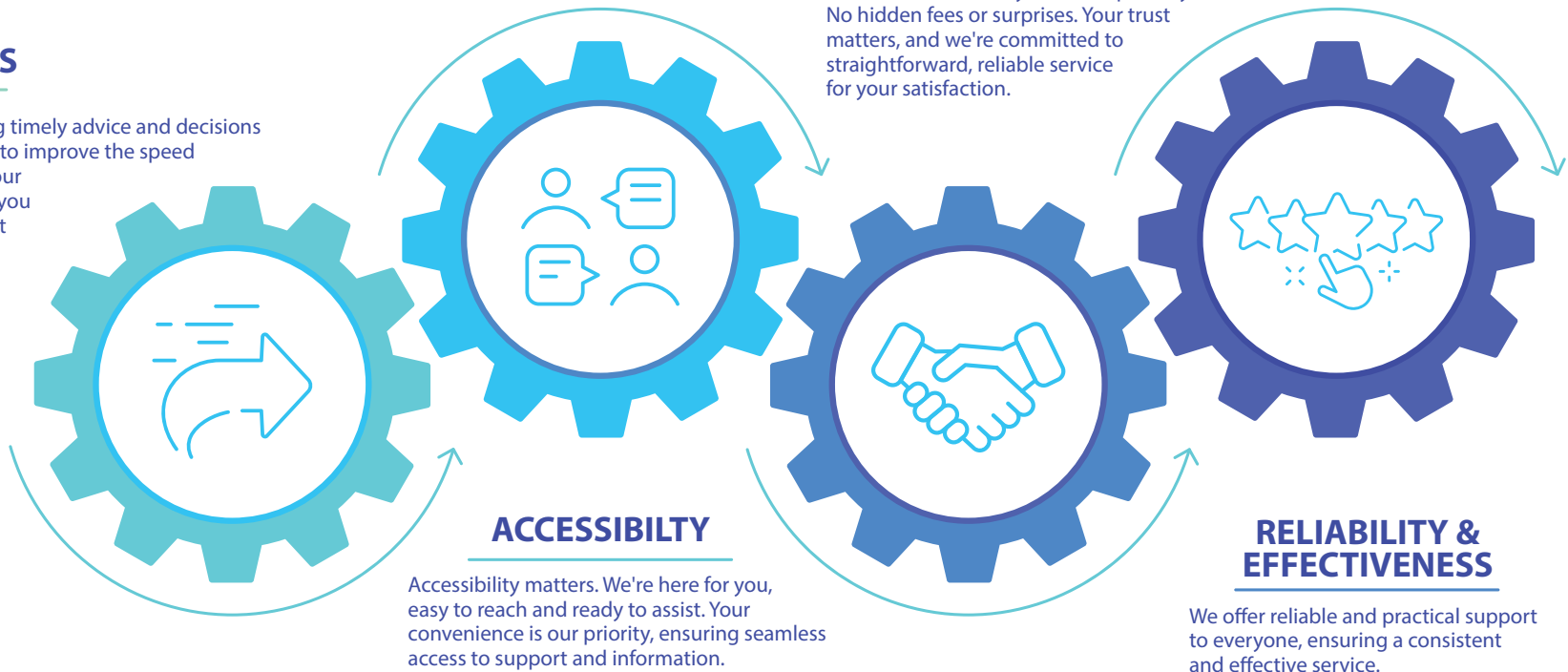
Mission Statement

Voiceflex is committed to delivering communication solutions through cutting-edge voice technology. We strive to provide innovative, reliable, and scalable solutions, empowering businesses to connect seamlessly in an evolving digital landscape. We recognise the value of open communication and timely problem solving.

Our Commitment to You

RESPONSIVENESS

We're dedicated to providing timely advice and decisions while continuously working to improve the speed and quality of our service. Your satisfaction is our priority, if you ever feel that we haven't met your expectations, please don't hesitate to reach out to us.



HONESTY & TRANSPARENCY

We believe in honesty and transparency. No hidden fees or surprises. Your trust matters, and we're committed to straightforward, reliable service for your satisfaction.

ACCESSIBILITY

Accessibility matters. We're here for you, easy to reach and ready to assist. Your convenience is our priority, ensuring seamless access to support and information.

RELIABILITY & EFFECTIVENESS

We offer reliable and practical support to everyone, ensuring a consistent and effective service.

Continuous Improvement

At Voiceflex, we thrive on innovation and continuous improvement. We constantly evolve our services, infrastructure, and customer experience to stay ahead. Your feedback fuels our progress, and we're dedicated to delivering cutting-edge solutions that elevate your communication experience.

Customer Support

We are committed to providing excellent service and support to ensure our customers have a positive experience. Our goal is to build lasting relationships by consistently delivering high-quality products and unmatched customer care.

Availability

We are available from Monday to Friday, from 9am to 5:30pm. During this time, we aim to answer 95% of calls within 120 seconds, except for our Support department which strives for an average wait time of less than 120 seconds. Emails sent to our ticketing system will be responded to within 1 working day, while emails sent to a team member's work email address will be responded to within 2 working days.

Complaint Resolution

At Voiceflex, we are committed to providing excellent service and addressing any concerns you may have. Your satisfaction is our top priority. If you ever have a complaint or are unhappy with any aspect of our services, please let us know right away. We will promptly investigate the issue and work to resolve it to your complete satisfaction in a courteous and professional manner. We aim to resolve all complaints within 20 working days from when you notify us, but more complex cases may take longer. We value you as a customer and appreciate the opportunity to make things right.

2023



Multichannel Support

Our team provides exceptional customer service through various communication channels. Whether you prefer chatting online, speaking over the phone, or sending us an email, we've got you covered. Our multichannel support system allows us to assist you promptly and efficiently, no matter how you choose to reach out.



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support@voiceflex.com



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How You Can Help Us

Recognising and understanding that the provision of customer service support is a two-way process, we appreciate your assistance in helping us provide you with a high standard of service by:

- providing us with timely and accurate information that is necessary for us to provide support and advice.
- recognising and understanding your responsibilities and accountabilities.
- working with us to solve problems.
- having a realistic expectation of the service offered.
- treating our staff with courtesy and respect.

Together, we embark on a journey of excellence. Your satisfaction is our commitment, and your trust fuels our progress, and we look forward to continually exceeding your expectations.