


Es'hailSat سهيل سات
Qatar Satellite Company الشركة القطرية للأقمار الصناعية

**CUSTOMER
SERVICE
CHARTER**

CUSTOMER SERVICE CHARTER

The Customer Service Charter is a set of standards that Es'hailSat – Qatar Satellite Company promises to uphold when dealing with customers. The charter outlines our customer service standards by looking at what we will do, what you can expect and what we stand for.



THIS CHARTER OUTLINES:

- The company's underlying values and standards in providing the services
- What we need from you to enable us to meet our commitments
- The standards of service you can expect what we will do for you

WHAT WE WILL DO FOR YOU:

- We will quickly identify your needs and suggest how we may be able to help.
- We will clearly explain what we need from you and align with your objectives.
- We will ensure you are fully satisfied with the services you are provided with.
- We will provide superior support to ensure that our services are meeting your needs.
- We will keep you updated on service changes and inform you of issues that may arise.

IN LINE WITH OUR VISION & VALUES YOU CAN EXPECT US TO:

- Be open, honest, and transparent.
- Be polite, friendly, and professional.
- Be empathetic and keen to listen and respond to your needs.
- Be reliable, ethical, and respectful of confidentiality.
- Keep our promises and honor our commitments.
- Strive to develop our potential to serve you better.
- Work together as one team to achieve common goals.
- Seek to deliver the best possible resolution for any complaints.
- Aim to achieve industry-leading standards across the board.

IN TURN WE WILL NEED YOU TO:

- Appreciate and treat our staff with mutual respect and courtesy.
- Provide the requested information to allow us to serve you better.
- Be open and honest in your dealings with us.
- Inform us promptly on any changes in company information, contact details, etc.
- Provide feedback about our services.

سهيل سات Es'hailSat

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WHAT WE WILL DO FOR YOU

- IDENTIFY NEEDS
- SUGGEST SOLUTIONS
- ALIGN OBJECTIVES
- SUPERIOR SUPPORT



WHAT WE NEED FROM YOU

- MUTUAL RESPECT
- COLLABORATION
- PERMISSION TO SERVE
- REQUESTED INFORMATION



OUR VISION & VALUES

- OPEN & HONEST
- POLITE & FRIENDLY
- LISTEN & RESPOND
- ETHICAL & RESPECTFUL



OUR SERVICE STANDARDS

- PROFESSIONALISM
- EASE OF BUSINESS
- TRANSPARENCY
- RELIABILITY & TRUST

OUR SERVICE STANDARDS:



Our team will be polite, friendly, and professional and treat everyone fairly.



We will make it easy for you to interact with us at every step of your journey.



We will be open and transparent in our dealings with you to build mutual trust.



We will listen to you and strive to understand and serve your requirements.



We will provide you excellent and reliable, 24x7 services for your needs.



We will be by your side and support you to resolve issues that may arise.



We will treat matters related to your privacy and data security with utmost importance.



Our correspondence will be in simple language and will be easy to understand.

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