



Loop Voice and Data  
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## **Customer Charter**

***Our aim is to provide you with products that add value to your business:***

Here at Loop Voice and Data, we have dedicated Sales, Service and Support Teams to ensure that your requirements are delivered and maintained to the highest possible standard.

We recognise that our customers are key to our success, so the advice that we offer will be open and honest because we recognise the importance of maintaining long term relations with our clients. This is demonstrated by the amount of recommendations received by our repeatedly loyal clients.

The Loop team are here to take the stress out of the complexities in your telecoms service maintenance and management, leaving you to get on with your business whilst safe in the knowledge that everything is being looked after on your behalf by industry professionals. You can be assured that a team of highly trained individuals are doing everything they can to deliver your solution tailored to your individual business needs.

Without our customers we would not exist and without our team of dedicated staff we would not be able to service our customer's needs. We value our staff and invest in training to provide excellence in service and implement changes to ensure improvements are a continuous process both for the staff and the company.

In the telecommunications industry, service issues can be experienced on occasion; this can have an impact upon businesses and has the potential to cause disruptions. We understand the importance of rectifying any issues, and our highly knowledgeable technical support teams are on hand to assist you to get back up and running as quickly, successfully and efficiently as possible.

If a third party causes the issue, Loop will work with them on your behalf to provide the swiftest possible resolution and will follow all available escalation paths whenever necessary. We take our customers faults on board and Loop will personally endeavour to rectify any situations on your behalf at the earliest convenience.

We appreciate our customers feedback, and Loop Voice and Data will continue to listen and make changes as necessary.

Thank you for your continued support and business.