



Sameer Business Park, Block A,
Mombasa road, Nairobi, Kenya
T. +254 709 500 500 || www.hai.co.ke

HAI COMPLAINTS PROCESS

How to complain - a guide

We're here to resolve your problem. We do everything we can to make sure our customers get the best possible service.

However, sometimes we do not get things right. When this happens we will encourage you to tell us about your complaint so that we can put matters right.

We want to:

- Make it easy for you to raise your complaint.
- Listen to your complaint.
- Consider how you would like us to resolve your complaint.
- Make sure you are satisfied with how your complaint was handled.

The remainder of this page explains what to do if you have a complaint about the service from Liquid Telecom/Hai. It also tells you how quickly we will deal with your complaint and who to contact if you are not satisfied with our response.

How and where to complain

If you are not satisfied with any aspect of your product or the service we provide you can contact us in writing or by phone. The link below takes you to the page where you can access contact details for your product.

www.hai.co.ke **How will your complain be received**

We will expect to receive your complain through email or telephone call. Our official email and telephone numbers are listed in www.hai.co.ke

What will you expect?

Once your complain is received, we shall open a case ticket number that will be used for all future correspondence regarding that case. Please ensure you note the ticket number clearly and always quote it for any correspondence until the case is closed. It is important to let you know that we record ALL telephone communications for quality and records purposes.

How long will it take?

Immediately

Our aim is to resolve your complaint as quickly as possible. If we resolve your complaint within 6 business hours, we will confirm this in writing and close the ticket. If we are unable to resolve



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the complaint within the 6 business hours we will contact you again to update you with our progress and tell you how much longer we anticipate it will take.

12 business Hours

If we have been unable to resolve your complaint, within 12 business hours after we have received it, we will write to you and upgrade the severity level to second level. Second level severity means our team will open trouble ticket with any third party vendor that could involve system developers, hardware manufacturers, among others, for as long as it is proven your complain is beyond our systems or caused by factors beyond our direct management.

During this time, our contact center will keep updating you through mail or phone on the progress of your fault resolution **5 business days**

In the majority of cases, we will be able to resolve your complaint within 2 business days of receiving it. If we have not resolved it within 5 business days, we will contact you again to update you with our progress and tell you how much longer we anticipate it will take.

14 business days

If we have not been able to resolve your complaint within 14 business days, we will contact you again to update you with our progress and tell you how much longer we anticipate it will take.

30 Business days

In exceptional circumstances, where your complaint is particularly complex, matters may take up to 21 Business days to resolve. If your complaint is not resolved within 30 Business days, then we will write to you requesting more time or send you a 'Final Response'. After 30 Business days have elapsed, you may be eligible to contact the Communication Authority of Kenya to discuss your complaint. They may be able to look into your complaint and help you reach a satisfactory conclusion.

What is expected of you during this process?

During the whole of this process, we will expect you to fully cooperate with us in resolving the complaint. We may occasionally request your physical intervention at your site or request some information regarding your account with us or any other item making the basis of the complaint in question.

What happens if we cannot reach agreement?

Liquid Telecom is licensed with the Communications Authority of Kenya and if we cannot reach agreement with you, we will send you a Final Response letter. This will clearly set out our position with regard to your complaint and will advise you on how to contact the Communications Authority of Kenya if you wish them to review your case. Any referral to them must usually be made within six months of the date of our Final Response.



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THE COMMUNICATIONS AUTHORITY OF KENYA (CAK)

The communications Authority of Kenya offers a free independent service and they can help with most communication services complaints.

We are committed to resolving your complaint fairly and quickly. In most cases, this can be done if you contact the relevant persons at the beginning by following our escalation matrix provided. We will try to resolve your complaint by listening to you to understand what has gone wrong.

Our aim is to resolve all complaints internally. However, if you are not satisfied with our suggested resolution, or if 30 Business days have passed since you first brought your complaint to our attention, you have the right to refer your case to CAK. If you want the CAK to look into your complaint, you must usually contact them within six months of the date of any final response issued. You can write to them at:

The Communications Authority of Kenya, CA Centre, Westlands. complaints@ca.go.ke or
Extnesions 420, 426, 427 and 428

Further helpful information can be obtained from visiting the CAK website.