

Telecom Customer Service Policies and Procedures

Customer Service Standards

Response Time Requirements

- **Phone Calls:** Answer within 30 seconds
- **Live Chat:** Respond within 2 minutes
- **Email:** Respond within 4 hours during business hours
- **Social Media:** Respond within 1 hour during business hours

Service Level Agreements (SLAs)

- **Network Availability:** 99.9% uptime guarantee
 - **Billing Accuracy:** 99.95% accuracy rate
 - **Customer Satisfaction:** Minimum 4.5/5 rating
 - **Issue Resolution:** 80% resolved on first contact
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Billing and Payment Policies

Payment Terms

- **Due Date:** 21 days from bill generation
- **Grace Period:** 5 days after due date
- **Late Fees:** \$5.00 after grace period
- **Service Suspension:** After 10 days past due

Payment Methods Accepted

- Credit/Debit Cards (Visa, MasterCard, American Express)
- Bank transfers (ACH)
- Online payment portal
- Phone payments via automated system
- In-person payments at retail locations

Billing Dispute Process

1. **Customer Contact:** Customer reports billing issue
2. **Initial Review:** Agent reviews bill and customer account
3. **Investigation:** If needed, escalate to billing specialist
4. **Resolution:** Provide explanation or credit if error found
5. **Follow-up:** Confirm customer satisfaction with resolution

Refund Policy

- **Service Credits:** Applied to next bill cycle

- **Cash Refunds:** Only for overpayments over \$25
 - **Processing Time:** 3-5 business days for credits, 7-10 for refunds
 - **Documentation:** All refunds require manager approval
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Plan and Service Policies

Plan Changes

- **Upgrades:** Effective immediately or next billing cycle
- **Downgrades:** Effective next billing cycle
- **Proration:** Applied for mid-cycle changes
- **Early Termination:** Subject to early termination fees

Data Usage Policies

- **Unlimited Plans:** Subject to fair use policy (50GB/month)
- **Overage Charges:** \$10 per GB after plan limit
- **Speed Throttling:** After 22GB on unlimited plans
- **Data Rollover:** Available on select plans

International Services

- **Roaming Rates:** Vary by country (see rate sheet)
 - **International Plans:** Available for frequent travelers
 - **Emergency Services:** Always available regardless of plan
 - **Data Roaming:** Must be enabled in account settings
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Device and Equipment Policies

Device Replacement

- **Warranty Coverage:** 1 year manufacturer warranty
- **Extended Warranty:** Available for purchase
- **Accidental Damage:** Not covered under standard warranty
- **Lost/Stolen Devices:** Customer responsibility

SIM Card Policies

- **Replacement Cost:** \$10 for standard SIM, \$25 for eSIM
- **Activation:** Free with new service or plan change
- **Transfer:** Free when upgrading device
- **Deactivation:** Required when canceling service

Equipment Return Policy

- **Return Window:** 14 days from purchase
 - **Condition:** Must be in original condition with all accessories
 - **Restocking Fee:** \$35 for opened devices
 - **Refund Processing:** 5-7 business days after receipt
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Customer Account Management

Account Security

- **Password Requirements:** Minimum 8 characters, mixed case, numbers
- **Two-Factor Authentication:** Available and recommended
- **Account Access:** Customer must verify identity for account changes
- **Fraud Protection:** Monitor for suspicious activity

Account Modifications

- **Name Changes:** Require legal documentation
- **Address Changes:** Can be done online or by phone
- **Phone Number Changes:** Subject to availability and fees
- **Account Transfers:** Require both parties' consent

Family and Business Plans

- **Family Plans:** Up to 10 lines per account
 - **Business Plans:** Custom pricing for 5+ lines
 - **Account Manager:** Designated contact for business accounts
 - **Billing:** Consolidated billing for all lines
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Service Outage and Maintenance

Planned Maintenance

- **Notification:** 48 hours advance notice via email/SMS
- **Duration:** Typically 2-4 hours during off-peak hours
- **Compensation:** Service credits for extended outages
- **Updates:** Real-time status on company website

Unplanned Outages

- **Detection:** Automated monitoring systems
- **Communication:** Immediate notification to affected customers
- **Resolution:** 24/7 network operations team response
- **Updates:** Hourly updates until resolution

Service Credits

- **Outage Duration:** Credit for time service was unavailable
 - **Calculation:** Daily rate divided by 24 hours
 - **Application:** Automatic credit to next bill
 - **Minimum Credit:** \$1.00 for any outage over 1 hour
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Customer Retention Policies

Retention Offers

- **Eligibility:** Customers with 12+ months of service
- **Offer Types:** Plan discounts, device credits, service upgrades
- **Duration:** Typically 6-12 months
- **Documentation:** All offers must be documented in account

Cancellation Process

- **Notice Required:** 30 days written notice
- **Early Termination Fee:** Based on remaining contract term
- **Final Bill:** Prorated charges and any outstanding fees
- **Account Closure:** 30 days after final payment

Win-Back Program

- **Target:** Customers who canceled within 90 days
 - **Offers:** Special pricing and device deals
 - **Contact Method:** Phone calls and direct mail
 - **Success Metrics:** Track win-back conversion rates
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Privacy and Data Protection

Customer Data Handling

- **Data Collection:** Only information necessary for service
- **Data Storage:** Encrypted and secure systems
- **Data Sharing:** Only with customer consent or legal requirement
- **Data Retention:** 7 years for billing, 2 years for usage data

Communication Preferences

- **Marketing:** Opt-in required for promotional communications
- **Service Updates:** Automatic for account-related information
- **Third-Party Sharing:** Explicit consent required
- **Data Portability:** Available upon request

Security Breach Response

- **Detection:** 24/7 security monitoring
 - **Notification:** Within 72 hours of confirmed breach
 - **Customer Communication:** Direct notification to affected customers
 - **Remediation:** Immediate steps to secure systems
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Quality Assurance

Call Monitoring

- **Frequency:** 5% of all customer service calls
- **Criteria:** Professionalism, accuracy, resolution
- **Feedback:** Monthly coaching sessions
- **Improvement:** Action plans for underperforming agents

Customer Feedback

- **Surveys:** Post-interaction surveys for all channels
- **Rating System:** 1-5 scale with comments
- **Response Rate:** Target 30% participation
- **Action Items:** Monthly review and improvement plans

Training Requirements

- **New Hire:** 2 weeks initial training program
 - **Ongoing:** Monthly product and policy updates
 - **Certification:** Annual recertification required
 - **Specialization:** Advanced training for complex issues
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Escalation Procedures

Level 1 Escalation (Supervisor)

- **Triggers:** Customer requests, unresolved issues, complaints
- **Response Time:** Within 2 hours
- **Authority:** Can approve credits up to \$50
- **Documentation:** Detailed case notes required

Level 2 Escalation (Manager)

- **Triggers:** Supervisor unable to resolve, high-value customers
- **Response Time:** Within 4 hours
- **Authority:** Can approve credits up to \$200
- **Documentation:** Manager review and approval required

Level 3 Escalation (Director)

- **Triggers:** Manager unable to resolve, legal issues, media attention
 - **Response Time:** Within 24 hours
 - **Authority:** Unlimited credit approval, policy exceptions
 - **Documentation:** Executive summary and resolution plan
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Compliance and Legal

Regulatory Compliance

- **FCC Regulations:** Federal Communications Commission rules
- **State Regulations:** Vary by state, must be followed
- **Industry Standards:** Telecommunications industry best practices
- **Audit Requirements:** Annual compliance audits

Legal Requirements

- **Contract Terms:** Must be clearly communicated
- **Dispute Resolution:** Arbitration clause in service agreements
- **Liability Limits:** As specified in terms of service
- **Force Majeure:** Service interruptions beyond company control

Record Keeping

- **Call Recordings:** 90 days retention for quality purposes
 - **Account Changes:** Permanent record of all modifications
 - **Billing Records:** 7 years retention for tax purposes
 - **Complaint Logs:** 3 years retention for regulatory compliance
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Performance Metrics

Key Performance Indicators (KPIs)

- **First Call Resolution:** Target 80%
- **Average Handle Time:** Target 5 minutes
- **Customer Satisfaction:** Target 4.5/5
- **Net Promoter Score:** Target 70+

Reporting Requirements

- **Daily Reports:** Call volume, resolution rates, satisfaction scores
- **Weekly Reports:** Trend analysis, training needs, process improvements
- **Monthly Reports:** KPI performance, customer feedback analysis
- **Quarterly Reports:** Strategic review, goal setting, budget planning

Emergency Procedures

Natural Disasters

- **Communication:** Emergency notification system activation
- **Service Priority:** Emergency services and critical infrastructure
- **Customer Support:** Extended hours and additional staffing
- **Recovery:** Coordinated restoration efforts with local authorities

Security Incidents

- **Immediate Response:** Security team activation
- **Customer Notification:** As required by law and policy
- **System Protection:** Immediate security measures
- **Investigation:** Full forensic analysis and reporting

System Failures

- **Backup Systems:** Automatic failover to backup systems
- **Customer Communication:** Status updates every 30 minutes
- **Recovery Time:** Target 4 hours maximum
- **Post-Incident:** Root cause analysis and prevention measures

This document is updated quarterly and all customer service representatives must be familiar with current policies and procedures. Any questions about policy interpretation should be directed to the Customer Service Manager.