

## Why a Customer Service Charter?

The Powercom Group's Customer Service Charter has been developed to outline the level of, and quality of, service customers can expect to receive from us.

The Powercom Group welcomes any comments you may have regarding this charter. Any comments can be made via our Customer Service Feedback form, or via email at [service@pwrcom.com.au](mailto:service@pwrcom.com.au).

## Who is The Powercom Group?

The Powercom Group consists of four high-tech companies, Powercom Consultants Pty Ltd, Novaris Pty Ltd, Powercom Systems Pty Ltd and Datacall Telemetry Pty Ltd. These companies specialise in engineering consultancy, electronics manufacture, system installation and maintenance and cellular telemetry solutions.

Our business has developed with a focus not only on designing and manufacturing high quality products, but also on building the capability to deliver complete solutions to whatever problem (or challenge) our clients might have. We have learned that in our highly complex industry every job is different, and there is often more than one way to solve a problem. We can evaluate the situation, design a solution, manufacture the equipment, install it, maintain it, and train your people how to make it work.

A complete package.

## Our Commitment of Quality

The Powercom Group is committed to providing our customers with the highest quality service in a timely manner at all times.

Powercom Group customers can at all times expect our staff to:

- Act in an honest, friendly, courteous and professional manner;
- Provide timely response to any concerns or enquiries;
- Keep all information provided to us confidential at all times;
- Provide customers with professional solutions at all times.

## The Powercom Group Service Commitments – We are committed to...

- Communications with customers
- Providing information about our range of products and services
- Meeting our commitments as outlined in this Charter

### ***Communications with customers***

At all times we strive for clear and open communications with all customers. We welcome communication via telephone, facsimile, email, or on-line via our help desk facility at [helpdesk@pwrcom.com.au](mailto:helpdesk@pwrcom.com.au).



### **The Powercom Group**

72 Browns Road, Kingston, TAS. 7050 AUSTRALIA

Tel: + 613 6229 7966

Email: [sales@pwrcom.com.au](mailto:sales@pwrcom.com.au)

FAX: + 613 6229 9245

URL: [www.pwrcom.com.au](http://www.pwrcom.com.au)

**Timely response** – where possible we endeavor to answer all queries on the spot. If no suitably qualified staff member is available who can assist you immediately your call will be returned as soon as possible, but always within 1 working day.

**Regular updates** – The Powercom Group recognises that it is not always possible to provide immediate responses to customer queries. To this end, we also recognize the importance of keeping customers regularly updated about the status of work in progress. We will, at mutually agreed times throughout the production and/or research and development process, update our customers as to the current status or progress with our works.

### **Providing information about our range of products and services**

To provide up to date information relating to The Group's products and services we commit to:

- Publish up-to-date product specifications. For product specifications please contact Novaris on +613 6229 7233 to discuss your specific requirements.
- Maintain an up-to-date website. Alternatively up-to-date product and services information can be obtained from our web site at [www.powercomgroup.com](http://www.powercomgroup.com).

### **Helping us to meet our commitments**

We want to work with you (our customers) to provide 'Total Solutions' to meet your requirements. To ensure we provide the highest quality of service at all times we rely on our clients to provide us with the valuable information required in order to base our recommendations or advice upon.

You can help us to achieve this goal by providing:

- Complete and accurate information;
- Advising any amendments to the initial information or detail provided;
- Confirming specifications for any products or services recommended to you.

### **How to provide us with feedback**

If you are not happy with the level of service you receive from any division of The Powercom Group we would encourage you to provide us with feedback via any of the following means

- Inform the staff member you have been dealing with or their immediate supervisor
- If you want to speak to someone who has not been dealing directly with your enquiry please feel free to contact the General Manager.



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