



CUSTOMER COMPLAINT HANDLING PROCEDURES

MULTICHOICE BOTSWANA (PTY) LTD

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1. PREAMBLE

MultiChoice Botswana is licensed to provide subscriber management services in respect of the DStv service provided by MultiChoice Africa Holdings B.V. ("MultiChoice Africa").

2. PURPOSE

The purpose of this document is to, *inter alia*:

- 2.1 Provide guidelines for the management and control of handling customer complaints and concerns on any aspect of the service subscribers receive from MultiChoice Botswana. If MultiChoice Botswana fails to comply with any of its obligations under its service level agreement with subscribers, the subscriber may lodge a complaint with MultiChoice Botswana in accordance with these procedures (as may be amended from time to time).
- 2.2 Promote an effective and efficient process for handling customer complaints.
- 2.3 Ensure that the handling of customer complaints is standardized across all MultiChoice Botswana customer contact channels.

3. APPLICABILITY

The Customer Complaint procedure applies to all MultiChoice Botswana customer service channels including branches and agencies.

4. DEFINITION OF CUSTOMER COMPLAINT

A customer complaint is any expression of dissatisfaction that the customer has with MultiChoice Botswana's services.

5. CLASSIFICATION OF CUSTOMER COMPLAINTS

Customer complaints shall be classified into two categories.

5.1 Category 1: Complaints that are not successfully resolved at first contact and need to be escalated to the second level of customer support. These complaints shall be captured into the system, (i.e. SMAX). For purposes of this procedure, this system will be referred to as a Customer Complaints Register. The scope of this procedure is limited to the handling of Category 1 Complaints and the terms "complaint" or "customer complaint" are used to refer to these types of complaints.

5.2 Category 2: Complaints that are successfully resolved at first customer contact or first level of customer support. Such resolution may be provided by the Customer Service Representative who receives the complaint or by the shift Supervisor if the complaint is escalated to him/her. These complaints shall not be captured in the Customer Complaints Register.

6. BUSINESS RULES

- 6.1 All Category 1 Complaints must be captured in the Customer Complaints Register available at <https://service.sma247.com/>
- 6.2 All complaints must be resolved within 5 business days from the date that they are lodged with MultiChoice Botswana.
- 6.3 The customer shall be provided with a reference number for every complaint lodged with MultiChoice Botswana.
- 6.4 Full details of how each complaint is resolved must be captured in the Customer Complaints Register.
- 6.5 The escalated complaints journey from the point a complaint is lodged at a touch point to resolution end for Category 1 complaints shall be as follows:
 - 6.5.1 Customer lodges complaint via contact channel and is provided with a reference number.
 - 6.5.2 The Customer Service Representative captures the customer complaint in the Customer Complaints Register.
 - 6.5.3 The customer complaint is automatically routed to the second level customer support through the register/system.
 - 6.5.4 The second level customer support investigates the root cause of the complaint and resolves it, otherwise routes it to the appropriate business function for resolution.
 - 6.5.5 On resolution the Customer Service Representative at second level support will capture details of the resolution on the register and contact the customer to provide feedback.

7. KEY PERSONNEL

Below are some of the key personnel (*where applicable*), who will be required to execute some elements or activities of the outlined process:

- 7.1 Customer Service Representative (CSR)
- 7.2 Agency CSR
- 7.3 Call Centre Supervisor
- 7.4 Call Centre Manager
- 7.5 Branch Supervisor
- 7.6 Manager – Walk-In-Centre
- 7.7 Any personnel from other support functions
- 7.8 Head of Care and Customer Experience
- 7.9 Managing Director.

For purposes of administration of all activities of the customer complaint process the MultiChoice Botswana employee holding the position of **Head of Care and Customer Experience** is designated as the principal person responsible for effective execution of this process and can be contacted at the following email address – DStvcomplaints@bw.MultiChoice.com.

8. KEY SYSTEMS

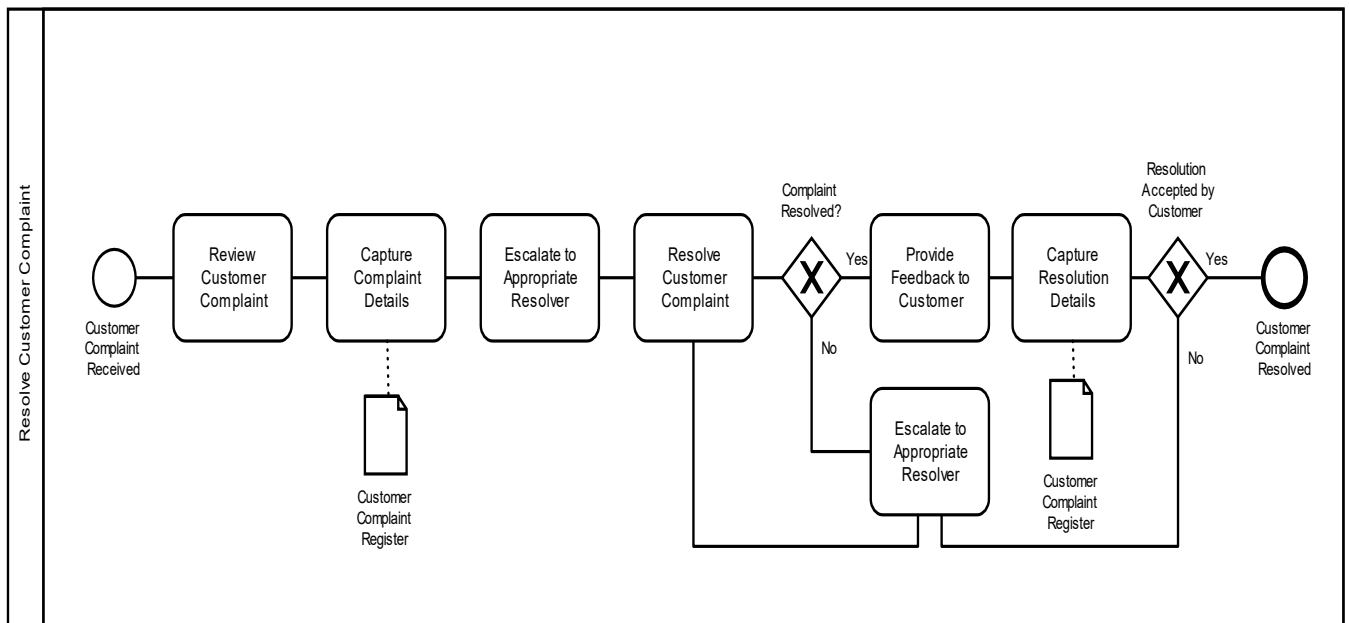
Below are some of the key systems/tools noted as part of carrying out the required outlined procedure:

- Clarity
- SMAX
- Email
- Printer / Copier / Scanner

9. KEY DOCUMENTATION

- 9.1 Customer Complaint Form
- 9.2 Step by Step Customer Complaints Escalation Procedure

10. CUSTOMER COMPLAINT PROCESS



11. CUSTOMER COMPLAINT PROCEDURE

11.1 General Procedure

11.1.1 MultiChoice Botswana encourages customers to contact us if they have concerns about any aspect of the products and/or service they receive from MultiChoice Botswana.

11.1.2 If MultiChoice Botswana fails to comply with any of its obligations as stated in this procedure, a customer may raise dissatisfaction in accordance with the Step by Step Customer Complaints Escalation Procedure in Appendix B below.

11.2 Available channels for lodging a complaint

A customer may lodge a complaint in the following ways:

11.2.1 In person at MultiChoice Botswana offices or any of its branches or agencies -

11.2.1.1 Branches are located in Gaborone, Maun and Francistown

11.2.1.2 Agencies are located in Selebi-Phikwe, Palapye, Serowe, Mahalapye, Molepolole, Kanye, Jwaneng and Gantsi

(Customers can also locate our Branches and Agencies on our website at

<https://www.dstvafrica.com/en-bw>)

11.2.2 Telephonically at MultiChoice Botswana call centre at +267 360 5666

11.2.3 In writing through the following ways -

11.2.3.1 Sending an email to DStvcomplaints@bw.MultiChoice.com

11.2.3.2 Logging the complaint via the direct messaging options available on our social media pages -

i. Facebook: <https://WWW.Facebook.com/DStvBotswana/>

ii. Twitter: <https://Twitter.com/DStvBotswana>

iii. Web Chat¹ : <https://www.dstvafrica.com/en-bw>

11.2.3.3 Delivering a letter by hand to MultiChoice Botswana offices or any of its branches or agencies

11.2.3.4 Delivering a letter by post to MultiChoice Botswana, Private Bag 450 Gaborone, Botswana

MultiChoice Botswana may, from time to time, amend the contact details above. In such event, MultiChoice Botswana shall inform the public of the updated details.

11.3 Information required from the customer

A customer lodging a complaint must provide MultiChoice Botswana with:

¹ Customers will be notified as soon as the Webchat option is relaunched

- 11.3.1 His/her/its name, contact number and email address;
- 11.3.2 Account details in the form of customer account number or smartcard number;
- 11.3.3 Details of the complaint including the date, time, place and description of the issue or problem; and
- 11.3.4 The relief or remedy sought by the customer.

11.4 Resolution of customer complaint lodged at a Branch

- 11.4.1 A customer complaint may be lodged at a Branch in two ways:
 - 11.4.1.1 a customer may lodge a complaint orally by speaking with the Customer Service Representative at a Branch; or
 - 11.4.1.2 a customer may lodge a complaint by filling in the Customer Complaint Form at a Branch.
- 11.4.2 If a customer lodges a complaint at a Branch, the Supervisor shall review the complaint to determine if it is either a Category 1 or Category 2 complaint.
- 11.4.3 If the complaint is a Category 2 complaint, the complaint shall be resolved without capturing the details in the Customer Complaints Register
- 11.4.4 If the complaint is a Category 1 complaint, the Supervisor shall proceed to capture the details of the complaint in the Customer Complaint Register, if not already captured, and issue a copy, signed and stamped, to the customer.
- 11.4.5 Thereafter, the Supervisor shall attempt to resolve the complaint for the customer.
- 11.4.6 If the Supervisor manages to resolve the complaint successfully, he/she will capture the resolution details in the Customer Complaints Register and advise the customer accordingly. Otherwise the complaint shall be escalated in accordance with the Customer Complaints Process illustrated by article 9 above.

11.5 Resolution of customer complaint lodged at an Agency

- 11.5.1 A customer complaint may be lodged at an Agency in two ways:
 - 11.5.1.1 a customer may lodge a complaint orally by requesting to speak to a Supervisor on duty or the Agency Owner; or
 - 11.5.1.2 a customer may lodge a complaint by filling in the Customer Complaint Form at the Agency.
- 11.5.2 If the customer approaches the Supervisor or Agency Owner to lodge a complaint, the Supervisor or Agency Owner shall review the customer complaint to determine if it is either a Category 1 or Category 2 complaint.
- 11.5.3 If the complaint is a Category 2 complaint, the complaint shall be resolved without capturing the details on the Customer Complaint Register.
- 11.5.4 If the complaint is a Category 1 complaint, the Supervisor shall proceed to capture the details of the complaint received from the customer or as forwarded by an Agency Owner in the Customer Complaint Register, if not already captured, and issue a copy, signed and stamped to the customer.

11.5.5 Thereafter, the Supervisor or Agency Owner shall attempt to resolve the complaint for the customer.

11.5.6 If the Supervisor or Agency Owner manages to resolve the complaint successfully, he/she will capture the resolution details in the Customer Complaints Register and advise the customer accordingly. Otherwise the complaint shall be escalated in accordance with the Customer Complaints Process as illustrated by article 9 above.

11.6 Resolution of customer complaint lodged at the Call Centre via an inbound call

11.6.1 A customer complaint shall be received at the Call Centre when the customer requests to lodge a complaint or presents a complaint via an inbound call

11.6.2 When a customer requests to lodge a complaint, the Customer Service Representative shall investigate the root cause of the customer complaint to determine if it is either a Category 1 or Category 2 complaint.

11.6.3 If the complaint is a Category 2 complaint, the complaint shall be resolved without capturing the details in the Customer Complaints Register.

11.6.4 If the complaint is a Category 1 complaint, the Customer Service Representative shall proceed to capture the details of the complaint in the Customer Complaints Register if not already captured.

11.6.5 Thereafter, the Customer Service Representative shall investigate the root cause of the complaint and attempt to resolve the complaint for the customer.

11.6.6 If the Customer Service Representative manages to resolve the complaint successfully, he/she will capture the resolution details in the Customer Complaints Register and advise the customer accordingly. Otherwise the complaint shall be escalated in accordance with the Customer Complaints Process illustrated at article 9 above.

11.7 Resolution of customer complaint lodged at the Call Centre via assisted digital Channels

11.7.1 A customer complaint shall be received at the Call Centre when the customer requests to lodge a complaint via assisted digital channels which include:

11.7.1.1 Via email at DStvcomplaints@bw.MultiChoice.com

11.7.1.2 Via the direct messaging options on our social media pages;

I. Facebook: <https://WWW.Facebook.com/DStvBotswana/>

II. Twitter: <https://Twitter.com/DStvBotswana>

III. Web Chat: <https://www.dstvafrica.com/en-bw>

- 11.7.2 When a customer requests to lodge a complaint, the Customer Service Representative shall trouble shoot the customer complaint to determine if it is either a Category 1 or Category 2 complaint.
- 11.7.3 If the complaint is a Category 2 complaint, the complaint shall be resolved without capturing the details on the Customer Complaints Register.
- 11.7.4 If the complaint is a Category 1 complaint, the Customer Service Representative shall proceed to capture the details of the complaint in the Customer Complaints Register if not already captured.
- 11.7.5 Thereafter, the Customer Service Representative shall investigate the root cause of the complaint and attempt to resolve the complaint for the customer.
- 11.7.6 If the Customer Service Representative manages to resolve the complaint successfully, he/she will capture the resolution details in the Customer Complaints Register and advise the customer accordingly. Otherwise the complaint shall be escalated in accordance with the Customer Complaints Process illustrated at article 9 above.

11.8 Resolution of written customer complaints

- 11.8.1 All written customer complaints received in the following ways shall be handled by the Contact Centre Supervisor:
 - 11.8.1.1 via letter delivered by hand to MultiChoice Botswana's offices or any of our Branches or Agencies; or
 - 11.8.1.2 via post to MultiChoice Botswana, Private Bag 450 Gaborone, Botswana,the Contact Centre Supervisor on duty shall be responsible for reviewing and resolving complaints received in written form on a daily basis.
- 11.8.2 The Contact Centre Supervisor shall capture the details of all written complaints in the Customer Complaints Register.
- 11.8.3 Thereafter, the Contact Centre Supervisor shall attempt to resolve the complaints for the customer.
- 11.8.4 If the Contact Centre Supervisor manages to resolve the complaint successfully, he/she will capture the resolution details in the Customer Complaints Register and advise the customer accordingly. Otherwise the complaint shall be escalated in accordance with the Customer Complaints Process illustrated at article 9 above.

11.9 Escalation of customer complaints

- 11.9.1 If a complaint cannot be resolved, it shall be escalated in accordance with the escalation levels in appendix B below by making a call or sending an email to the next level of authority and capturing the escalation details in the Customer Complaints Register.
- 11.9.2 If escalation occurs at the first line of contact, the responsible Supervisor shall also advise the customer about the Customer Complaint Procedure, highlighting the

turnaround time and the right to submit a complaint to BOCRA if the complaint has not been resolved within 5 business days of its receipt.

11.9.3 At every level of authority, the responsible employee shall attempt to resolve all the available complaints within the timelines stipulated as per appendix B.

11.9.4 If the subject matter of a complaint lodged by a customer falls outside MultiChoice Botswana's control, MultiChoice Botswana will take the matter up with the third party concerned and take all reasonable steps within its control to ensure that the third party addresses the complaint within a reasonable time.

11.10 Complaints to BOCRA

In the event that a customer lodges a complaint with MultiChoice Botswana, and the complaint is:

11.10.1 Not resolved within 5 business days from the date of its receipt; or

11.10.2 Resolved within 5 business days or less but the customer is still not satisfied,

the customer may refer his/her complaint to BOCRA by referring to BOCRA's consumer complaints procedures available on its website www.bocra.org.bw/complaints-handling-procedure.

12. REIMBURSEMENTS


Any request for reimbursement shall be dealt with in accordance with the terms and conditions of the DStv service.

13. EXCEPTIONS

Any exceptions to this document must be documented and approved (in writing) by the MultiChoice Botswana Managing Director only.

14. LIST OF APPENDICES:

Appendix A: Customer Complaint Form

		Reference Number: MCB-00001																															
<p><u>MULTICHOICE BOTSWANA CUSTOMER COMPLAINT PROCEDURE</u></p> <p><i>We are committed to meeting your service expectations!</i> If you are not satisfied with the service you receive from us, we would like to hear about it.</p> <p>Complaint Procedure Steps Step 1: Ask to speak to a Customer Service Supervisor Step 2: If you are not satisfied with the feedback from the Supervisor, you can use one of the following options to lodge your complaint:</p> <ul style="list-style-type: none"> • Call our Call Centre at +267 360 5666 and ask to lodge a complaint, or • Send us an email at DStvcomplaints@bw.MultiChoice.com, or • Fill in the Customer Complaint Form below. 																																	
<p><u>CUSTOMER COMPLAINT FORM</u></p> <p><u>CUSTOMER INFORMATION</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Customer Name and Surname</td> <td></td> </tr> <tr> <td>Contact Number</td> <td></td> </tr> <tr> <td>Email Address</td> <td></td> </tr> <tr> <td>Account Number/SmartCard Number</td> <td></td> </tr> </table>			Customer Name and Surname		Contact Number		Email Address		Account Number/SmartCard Number																								
Customer Name and Surname																																	
Contact Number																																	
Email Address																																	
Account Number/SmartCard Number																																	
<p><u>DETAILS OF COMPLAINT</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Date of Incident</td> <td style="width: 20%;"></td> <td style="width: 30%;">Time of Incident</td> <td style="width: 20%;"></td> </tr> <tr> <td>Place of incident</td> <td colspan="3"></td> </tr> <tr> <td rowspan="3">Incident Description</td> <td colspan="3"></td> </tr> <tr> <td colspan="3"></td> </tr> <tr> <td colspan="3"></td> </tr> <tr> <td>Did you talk to the Supervisor on duty about this incident?</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;">No</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Remedy or Relief Sought</td> <td colspan="3"></td> </tr> <tr> <td>Customer Signature</td> <td></td> <td style="text-align: center;">Date</td> <td></td> </tr> </table>			Date of Incident		Time of Incident		Place of incident				Incident Description										Did you talk to the Supervisor on duty about this incident?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Remedy or Relief Sought				Customer Signature		Date	
Date of Incident		Time of Incident																															
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Remedy or Relief Sought																																	
Customer Signature		Date																															
<p>Terms and Conditions</p> <ul style="list-style-type: none"> • Please keep this copy as proof and use the reference number on the top right corner of this paper in your correspondence with us. • Kindly allow us 5 business days to resolve your complaint. If the issue is not resolved to your satisfaction after 5 business days, you have the right to approach the Botswana Communications Regulatory Authority (BOCRA) by referring to BOCRA's consumer complaints procedures available on its website www.bocra.org.bw/complaints-handling-procedure. 																																	

Appendix B: Step by Step Customer Complaint Escalation Procedure

Talk to us... when you need help	Steps	Turn-around-time	Contact point / person	Contact Option
<p>We shall endeavor to solve your problem first time and fix it for you. We encourage you to present your complaint by visiting our Branches, contacting the call Centre or through other available contact channels.</p>	STEP 1	<p>All issues or complaints that are not escalated are resolved within 8 working hours</p>	<p>Issue/complaint reported to Call Centre Branches, Agencies or any other channel.</p>	<p>Call Centre - 3605666 Email - dstvcomplaints@bw.multichoice.com and copying, at all times: DStvbotswana@bw.MultiChoice.com Via the direct messaging options available on: FB - https://WWW.Facebook.com/DStvBotswana/ Twitter - https://Twitter.com/DStvBotswana Web Chat - https://www.dstvafrica.com/en-bw</p>
			<p>Call Centre or Branch Supervisor</p>	<p>Ask to speak to the Call Centre or Branch Supervisor, depending on the channel used.</p>
<p>If you feel that you have not been assisted effectively in resolving your complaint, kindly use the following escalation steps.</p> <p>If your complaint is not resolved within the stated time frame – you may escalate your complaint in writing to Botswana Communications Regulatory Authority (BOCRA)</p>	STEP 2	<p>Within 48hrs, after raising complaint with Call Centre, Branch or any other channel</p>	<p>Call Centre Manager</p>	<p>Contact Number – 3605666 Email - Rosy.Kqantumo@bw.multichoice.com and copying, at all times: DStvcomplaints@bw.MultiChoice.com</p>
			<p>Walk-In-Centre Manager</p>	<p>Contact Number – 3605666 Email – Ndiko.Mahube@bw.multichoice.com and copying, at all times: DStvcomplaints@bw.MultiChoice.com</p>
<p>Regulatory Authority (BOCRA)</p>	STEP 3	<p>Within 72hrs.</p>	<p>Head of Care & Customer Experience</p>	<p>Contact Number – 3605666 Email – Walter.Tauyatswala@bw.multichoice.com</p>
	STEP 4	<p>Within 5 business days</p>	<p>Managing Director</p>	<p>Contact number – 3605666 Email – Lorato.Mwape@bw.multichoice.com</p>
	STEP 5	<p>Determined by BOCRA</p>	<p>Botswana Communications Regulatory Authority (BOCRA)</p>	