

At i³ International, we are committed to providing a consistent and customer focused range of products and services. Listening and responding to our customers is of utmost importance to us.

We want to improve the services we provide and are committed to giving all our customers the opportunity to express satisfaction or dissatisfaction with our services, processes and procedures. We welcome the opportunity to resolve any problems and possibly make changes to improve our services to satisfy customer needs.

To better serve our customers we have implemented an IP phone system. Please note that with this system, all calls can be monitored for quality and service provisions.

We have a range of customer care standards and these are summarized below:

Our Quantitative Customer Care Standards

- We will endeavour to respond to all voicemail messages within 24 hours
- We will survey for customer service feedback at least bi-annually

How we monitor our Standards

- Phone statistics are produced from our phone recording system monthly
- Customer Satisfaction survey will monitor customer satisfaction and responsiveness by our staff