

## Complaints Handling Policy

Mauritius Telecom aims at providing the highest level of service to its valued customers. It seeks to maintain its reputation as a customer caring company. Our people are groomed to provide every assistance for the benefit and comfort of our customers.

In this respect, our Complaints Policy is designed to provide guidance on the manner in which our customers may communicate their complaints to us in case they are not satisfied with our service for any reason whatsoever.

A complaint can be defined as an expression of dissatisfaction towards Mauritius Telecom, its products and/or services, or the complaints-handling process itself, where a response or resolution is expected.

Make use of our Hotlines for a quick and prompt resolution of your complaint.

Should you still feel dissatisfied, your concerns may be forwarded in writing to our Customer Relations Management (CRM) Unit .

**Orange and MT subscribers call us FREE on our HOTLINES:**

8900- Mobile Services

8902- MyT, ADSL and Fixed line Services

8919-Business Customers

**Roaming Customers can call us :**

+ (230) 230 89 00

**Email us :**

[contact@mauritiustelecom.com](mailto:contact@mauritiustelecom.com)  
[contact@orange.mu](mailto:contact@orange.mu)

**Write to us:**

Mauritius Telecom  
CRM Unit  
Telecom Tower  
Edith Cavell Street, Level 9  
Port Louis

**Fax us :**

+ (230) 208 50 57

We acknowledge all handwritten complaints at latest the next working day.

<b>Visibility &amp; Accessibility</b>	Mauritius Telecom maintains a transparent approach to its handling of complaints by making its Complaints Handling Policy easily available. This policy includes details on how complainants may communicate their complaints.
<b>Responsiveness &amp; Customer Oriented</b>	Mauritius Telecom endeavours to deal with all complaints promptly and effectively. In so doing, we: a) welcome complaints from customers who are dissatisfied with our decisions or services. b) put customer service and commitment to our customers at the heart of everything we do. c) treat complainants courteously and we keep them continuously informed of progress. d) encourage feedback and suggestions through our social media platforms.
<b>Objectivity</b>	Mauritius Telecom ensures that procedural fairness is applied consistently. We address each complaint in a sensitive, transparent, equitable, objective, professional and unbiased manner .
<b>Confidentiality</b>	Personally identifiable information concerning the complainant is actively protected from disclosure. All data are treated in line with the prevailing Data Protection Act.
<b>Continuous Improvement</b>	Our complaints handling process is continually reviewed so as to always enhance its efficiency and we strive to look for and maintain best practices in relation to complaints handling.



**Important:**

For your complaint to be properly registered please give us the following information:

- Your full name
- Your preferred mode of contact: email, phone numbers and postal address
- Full details of the complaint