



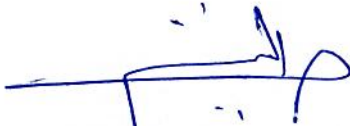
شركة شبكة الخدمات الآلية
Automated Services Network Co.

Customer Support Policy

Version: 2

Date: 14-1-2026

Approved by:



Sabah Al-Ghunaim
Chairman



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Purpose:

This Customer Support Policy outlines the principles and procedures governing the provision of support services by the Automated Services Network Co. eNet to our valued customers.

Definitions:

- **Customer:** Any individual or entity receiving products or services from [Automated Services Network Co. eNet]
- **Support Team:** The team responsible for handling customer inquiries, providing assistance, and resolving issues.
- **Ticketing system:** the system that generates the ticket numbers whenever a complains/ queries have been raised from **eNet's** customers

Policy Statement:

At Automated Services Network Co. eNet, we are committed to delivering exceptional customer support to ensure the satisfaction and success of our customers. This policy defines our approach to addressing customer inquiries, concerns, and issues promptly and professionally.

Responsibilities:

- **Customer Support Team:** The Customer Support Team is responsible for providing timely and accurate assistance to customers, including answering queries, resolving issues, and offering guidance on **eNet's** products or services.
- Customer support agent must handle the query promptly and communicate with the concerned department by email whenever required keeping a copy of such email with the escalation manager.
- Customer support agent must keep a note for each ticket with the status of the complaint. The ticket must NOT be closed without a comment from the customer support agent.
- If the ticket is not closed within 24 hours, an auto generated notification has to be sent to the line manager for his intervention.
- **Management:** Management is responsible for overseeing the effectiveness of the customer support process, implementing necessary training, and ensuring adequate resources are available to meet customer needs.

Ticketing System

- All customer inquiries will be managed through our ticketing system.
- Tickets should be created for each customer interaction, providing a clear record of communication.
- The customer support agent will handle the customer complaint promptly and ensure coordination with other departments whenever required.
- If the ticket is not closed, the customer support agent must leave a note with the status.

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- A note must be kept for closed tickets with the conclusion of the customer support agent.

Response Time

- Acknowledge new tickets promptly
- Resolve issues promptly, aiming for a resolution within 24 hours

Procedures:

1. **Contact Channels:** Customers can reach our support team through our contact channels such as phone, email, chat, etc
2. **Issue Resolution:** Customer support agent will work diligently to resolve issues promptly, keeping customers informed of progress.
3. **Escalation Process:** In the event of complex issues, a defined escalation process is in place to involve specialized teams or management for resolution.

Communication Standards

- Maintain clear and concise communication with customers through the ticketing system.
- Provide regular updates on the status of open tickets.

Professionalism

- Demonstrate professionalism and courtesy in all customer interactions.
- Use positive language and empathy when addressing customer concerns.

Continuous Improvement

- Encourage feedback from customers to identify areas for improvement.
- Regularly review closed tickets to identify recurring issues and implement preventive measures.

Compliance:

- Ensure compliance with company policies and relevant regulations.
- Non-compliance with this Customer Support Policy may result in disciplinary actions.

Data Security

Adhere to data privacy and security protocols when handling.

Reporting and Analysis

- Utilize the ticketing system for monitoring and reporting on key performance metrics, such as response times and resolution rates.

Review and Revision:

- This policy will be reviewed periodically to ensure its effectiveness in meeting customer needs and aligning with company objectives.
- Any necessary revisions will be communicated to the Customer Support Team promptly.

Review Date:

This policy will be reviewed as it is deemed appropriate, but no less frequently than every 2 years.

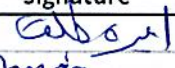
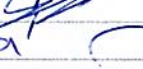
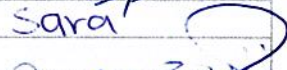
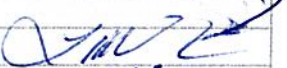
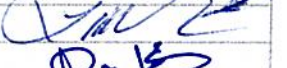
Acknowledgment of Customer Support Policy

This form is used to acknowledge receipt of, and compliance with, the Automated Services Network Co. Customer Support Policy.

Signature

By signing below, I agree to the following terms:

I have received and read a copy of the "Customer Support Policy" and understand the same;

Full Name	Designation	Signature
Amira Loka	Customer Support Officer	
Asmaa Metwally	Customer Support Officer	
Mohamad Sameh Sbeiti	Customer Support Officer	
Razan Ibrahim Al Dalag	Customer Support Officer	
Mohammed Sayed Sadek	Customer Support Officer	
Sarah Sameh Sbeity	Customer Support Officer	
Afif Hussein Mukahal	Executive Manager	
Jamal Eldeen A. Kubeer	General Manager	
Elsayed Mohammed Thabet	Business Development Senior Officer	

I confirm that the above have read and received and read a copy of the "Customer Support Policy" and agree to comply to it.



