



# The Ooredoo Customer Charter

## Promises You Can Count On

At Ooredoo, our customers are at the heart of everything we do. Your trust drives us to go above and beyond, delivering innovative solutions and support you can rely on. The Ooredoo Customer Charter is our promise to deliver these exceptional experiences, keep you connected, and ensure you feel valued every step of the way.

### Simply dependable

#### **We solve your problems quickly and efficiently at any time.**

Our dedicated team is available around the clock to provide fast, effective solutions to any challenges you may face.

#### **We keep everything simple and clear and never try to hide anything.**

Transparency is key—our services, plans, and processes are designed to be straightforward, so you always know what to expect.

#### **We have a high-speed network that allows you to stay connected everywhere.**

Whether at home, at work, or on the go, our robust, high-speed network ensures you're always connected.

### Respect what matters to you

#### **We do everything possible to ensure that your service is never disconnected.**

Staying connected matters, and we go above and beyond to provide you with an uninterrupted service.

#### **We have the right plans and offers to suit your needs.**

Whatever your lifestyle or preferences, our tailored plans and exclusive offers are designed with your needs in mind.

### Serve with style

#### **We listen to you and give you the flexibility to choose what's best for you.**

We prioritise understanding your unique needs and offering you the freedom to choose the right solutions for you.

#### **We value your privacy and keep your personal data safe.**

Your trust is our responsibility, and safeguarding your personal data is a commitment we take seriously.

#### **We speak your language and treat you the way you want to be treated.**

Respect and empathy are central to everything we do, assuring every interaction leaves you feeling truly appreciated and valued.

Our commitment doesn't stop here. The Ooredoo Customer Charter ensures we keep evolving to meet your needs, providing reliable, meaningful, and customer-focused solutions every day.