



ista Middle East FZE

Customer Service Charter

As a billing service provider registered with the REGULATORY AND SUPERVISORY BUREAU (RSB) FOR THE ELECTRICITY AND WATER SECTOR, we are compliant with their REGULATIONS FOR DISTRICT COOLING PURSUANT TO EXECUTIVE COUNCIL RESOLUTION (6) OF 2021

Version 3

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INTRODUCTION

At ista Middle East FZE, our goal is to provide the best-in-class Customer Experience. This customer service charter is oriented towards delivering our clients and customers high-quality services by our well-trained employees.

This customer charter explains who we are, the services we provide to you as our customer, and guidelines on how to get in touch with ista representatives 24/7. We are actively working to improve, and your recommendations for better services, as well as your feedback on energy-saving measures and climate protection, would be much appreciated.

We generate and review periodic reports on our performance. This is done to ensure we take necessary actions towards providing best-in-class Customer Experience.

WHO ARE WE?

ista Middle East is one of the world's leading companies providing services for greater energy efficiency in buildings – especially in apartment buildings and commercial properties. We make individual energy and water consumption transparent. We add sustainable value to buildings for their residents and owners. To achieve this, we manage data and processes that make the building climate-friendly, safe and comfortable.

Our data-based products and services make individual **energy consumption transparent** to residents so they can save energy and reduce costs as well as CO₂ emissions. This, in turn, makes it easier for the owner to increase energy efficiency, therefore, increasing the value of the property. Residents and owners together actively contribute to climate protection.

Our objectives are to:

- ❖ Enhance customer service and dispute resolution support.
- ❖ Maintain good relationships and transparent communication with all our stakeholders.
- ❖ Reduce the damage to our planet Earth by reducing energy costs and carbon emissions.

HOW CAN YOU ACCESS RSB PUBLICATIONS?

Dubai's electricity and water regulatory body (<https://rsbdubai.gov.ae/>) publications governing the codes and standards that are available on:

https://rsbdubai.gov.ae/?sfid=1846&_sft_resources_type=standards-codes-regulations.

HOW CAN YOU REACH US?

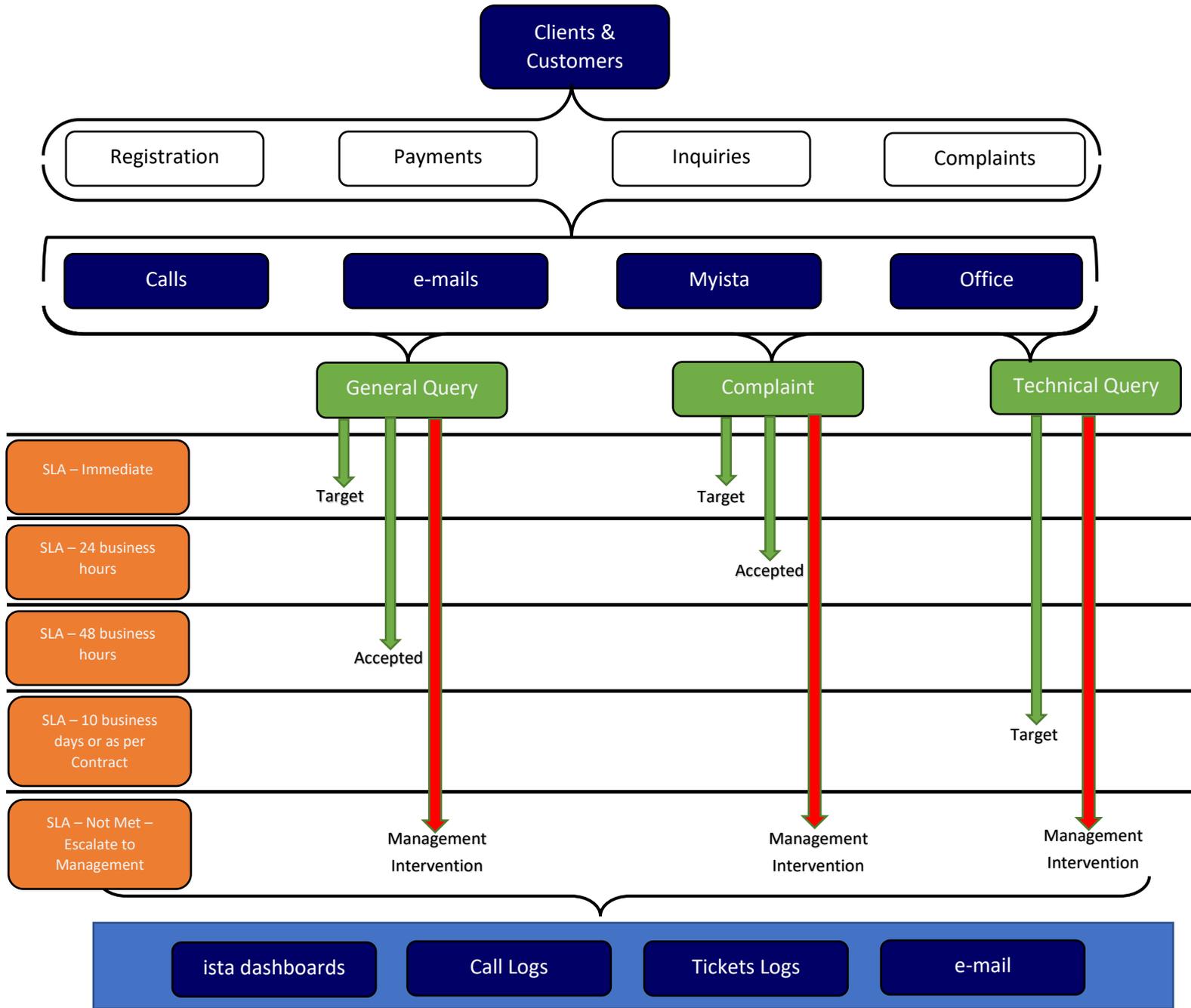
- ❖ You can conveniently reach us via FOUR Channels of contact for registration, payments, inquiries and complaints.
 - 24/7 Call Center
 - Dedicated e-mail for project building
 - Myista online portal – myista.ae
 - 3 offices in UAE operating Monday to Friday 9:00 AM to 6:00 PM
- ❖ Ease of access
 - 24/7 Call Center provides the information and details available at their end and all other related queries are raised as a ticket and assigned to relevant ista customer service agents. The team then investigates the tickets.
 - We provide a dedicated e-mail address for each project, which can be found on your tax invoice; we also use this email address to communicate with the customers directly. Customers can reach out to the customer service agents directly via e-mail mentioned on their tax invoices.
 - Our office locations are easily accessible online and mentioned in the e-mail signature. Our customers can visit any of our offices to resolve their respective queries.
 - Myista (www.myista.ae) our online portal provides an easy option to register, make payments, and view account statements. You can also visit www.ista.com/ae/contact/contactform/ to submit your query and e-mail any concerns to our customer service agents.

For general queries: We strive to assist immediately, however, if further investigation is needed, we will ensure to close your query within **48 working hours**. If we fail to address your query within 48 hours, this will be escalated to our concerned team member.

For complaints: We strive to assist immediately, however, if further investigation is needed, we will ensure to close your query within **24 working hours**. If we fail to address your complaints within 24 hours, this will be escalated to our concerned team member.

For technical queries: We strive to assist immediately, however, if further investigation is needed, we will ensure to close your query within 10 working days. If we fail to address your query within **10 working days**, this will be escalated to our concerned team member.

OUR KEY PERFORMANCE INDICATORS



ESCALATION MATRIX

We aim to provide complete satisfaction to customers, regarding their queries and issues. Customers can email their queries to the **designated email address of each building**.

If you do not get a response, please contact our team below as required.

Billing Enquiry: Joeffrey Collado
Email: joeffrey.collado@ista.com
Phone: +971 58 893 2462

Technical Enquiry: Sujan Kumar
Email: sujan.kumar@ista.com
Phone: +971 52 682 7652

Customer Complaints: Diana Bulante
Email: diana.bulante@ista.com
Phone: +971 55 525 9183

Maintenance Enquiry: May Macatiggay
Email: may.macatiggay@ista.com
Phone: +971 55 688 9828

Escalation for Enquiries and Complaints:
Poonam Santosh
Email: Poonam.ashpal@ista.com
Phone: +971 55 157 0396

HOW CAN YOU HELP US SERVE YOU BETTER?

You can help us serve you better and improve our performance to meet your expectations by the following methods:

- ❖ Ensure you are registered with ista for your cooling service.
- ❖ Provide all necessary information and documents regarding your ownership, tenancy and identification.
- ❖ Treat our staff with courtesy while they assist you.
- ❖ Paying your bills on time to ensure continuity of service.
- ❖ Share proof of payment when you pay your bill via bank transfer or bank deposit.
- ❖ Provide regular feedback on the quality of our service through one of the many communication channels mentioned above.

HOW WE RATE OURSELVES?

Based on preset key performance indicators, we periodically assess our performance and assess our service levels. This activity provides insights into areas of improvement as strive to provide responsive and reliable services that meet the expectations of our Customers.



The following table provides further details on areas of focus and how we score our performance.

Performance Score Card			
	Rating Legend	Client:	
5	Excellent -91% to 100	Month:	
4	Very Good -71% to 90%	Year:	
3	Good 61% to 70%	Date Completed:	
2	Average 51% or below (Need Improvement)	Submitted by:	
1	Poor 50% OR BELOW (Need Immediate Attention)		
0	Unacceptable 0		
		Score	Comments
I	Billing and Collection		
	Actual Billing on Consumption Rate		
	Collection rating .Invoicing within time(as per billing cycle and accuracy rate		
			Billing and Collection
II	Customer Service and Complaint Response		
	General Queries via Phone Calls		
	General Queries via Email		
	Customer Complaints		
	Registration		
	Deposit Release		
	Payment Allocation		
	Technical Queries		
			Customer Service
III	Innovation and suggestions		
	Innovation and suggestions to overcome from abnormal consumptions		
			Innovation and suggestions
	Totals		
	Percentage Score Calculation		
	Agreed And Accepted By:	Date	

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CUSTOMER DATA PRIVACY

Our customers’ data is secure and safe. ista complies with the legal data protection regulations, to ensure your data is kept confidential.

To read more about our data privacy, please see the below link.

<https://www.ista.com/ae/data-privacy/>

SUGGESTIONS

We would like to hear from you as we strive to enhance your Customer Experience with ista.

Please submit your suggestions at <https://www.ista.com/ae/contact/contactform/>



on how to improve our billing services and provide more flexible payment methods and accessibility to ista staff. This charter will be revised and amended accordingly.