

ANNEXURE 3 – PART 1 AL CUSTOMER SERVICE REQUIREMENTS

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1 GENERAL

1.1 PURPOSE

This Annexure describes the minimum standard of Customer Services which must be met by PPP Co in the performance of the O&M Activities.

1.2 CUSTOMER SERVICE REQUIREMENTS

PPP Co must achieve the following customer service performance measures within each calendar month and report on its performance against each measure during the O&M Phase in accordance with the Documentation Schedule:

	Performance Measure	Benchmark
1)	Customer calls answered within 20 seconds.	90%
2)	Customer accounts with financial institutions are credited or debited with the correct amounts	99.999%
3)	Complaint resolution: Customers to be contacted by the customer service staff within 2 Business Days of a Customer complaint being notified by a Customer	90%
4)	Accounts are not overcharged	100%
5)	Correct toll or fee is assigned to correct account of complying vehicles	99.9%
6)	Applications for Tollroad accounts correctly responded to within 5 days of receipt by mail	99%
7)	Availability and accuracy of information provided in : <ul style="list-style-type: none">• Operator website• Operator 1800 number (or similar)	90%