

Customer / Citizen Charter

Telecom, ISP & Cable

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Draft a customer charter for your telecom/ISP business — service standards, provisioning and fault-repair timelines, billing and refund commitments, and grievance contacts — that builds trust and sets clear expectations. Fill in your commitments below.

Purpose of this tool & output

Publish your service commitments

How the output is used

Use it to publish your service commitments in a clear customer/citizen charter that sets expectations and builds trust.

Important cautions

AI-generated charter; align commitments to what you can deliver.

Companion documents

- Grievance Redressal SOP
- SLA Credit / Rebate Policy
- Churn Reduction Plan
- Support Call & Chat Scripts
- NPS & Satisfaction Survey Builder
- Complaint Response Templates

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.