



Securely Wired to the Cloud

*Exceeding Customer Expectations with our Service*

## **CLIENT BILL OF RIGHTS**

**At Tomorrow's Technology Today we greatly appreciate your patronage. Our company offers the best in technology services and support for all brands of information technology systems. We pledge to ensure the continual delivery of superior technical support while simultaneously providing industry leading customer satisfaction and service.**

**You have a right** to expect and demand complete satisfaction from the information technology and technical services you receive from Tomorrow's Technology Today.

We pledge to deliver exemplary service, on-time and within budget.

**You have the right** to get answers to your questions in PLAIN ENGLISH.

We pledge to recommend options for accomplishing your objectives and will answer your questions in terms that you can understand.

**You have a right** to expect Tomorrow's Technology Today to sustain the highest levels of personal accountability, professional commitment, and employee empowerment in your every interaction with us.

We pledge to treat you with the utmost levels of courtesy, responsiveness, integrity, and respect; and to work with you to ensure that your experience with us is a pleasant and cooperative relationship.

**You have a right** to expect us to lead the way in fostering and implementing innovation and creativity in our service offerings through an unyielding commitment to providing the best technology and services possible.

We pledge to provide exceptional technology for your business and will provide the best technical talent to manage that technology and surpass your service expectations.

**You have a right** to individual attention and dedication.

We pledge to provide prompt, courteous, and efficient service by acknowledging your request within an hour, keeping appointments, and with great communication.

**You have a right** to understand every aspect of our business policies and support procedures.

We pledge to make it easy for you to communicate with our staff via our website, email, or by phone and to receive answers to any questions you may have about how or why a decision, recommendation or resolution plan is reached.

**You have the right** to receive the best value in computer and network support services in return for placing your trust and business with us.

We pledge to explain all of the costs up front so that there are no hidden fees or unexpected costs later on.

**You have the right** to have us attend to the details of each issue, question and request you have.

We pledge to get the job done right the first time.

**You have the right** to know the status of your account and tickets, no matter what time of day or night.

We pledge to provide secure access to updates and status reports via our Web Help Desk—24 hours a day, seven days a week, and communicate the progress of resolving any issue.

**You have the right** to a single point of contact for all your technical issues or concerns.

We pledge to help with any IT related issue in your business, such as helping with any vendor you use, and with all technologies including anything IP based or connected to the computer, phone system and service, security, etc.

**A large part of our business comes from referrals from happy, satisfied clients. We want you to recommend us, and we know that you will only do this if you are happy with the services we provide. That is why we work so hard to go above and beyond the call of duty. The establishment of our Client Bill of Rights, along with our continual and substantial investment in people, processes, and technology, clearly demonstrates our commitment to our clients.**