

Customer Bill of Rights.

These rights define the standard of service that we the members of the Help Desk are committed to providing to our user community.

- 1.** Customers are entitled to be treated in a way that is respectful, courteous, and professional.
 - 2.** Customers are entitled to clear, concise, “plain English” explanations of their technical problems.
 - 3.** Customers are equal, regardless of their employment category, job title, or work site location.
 - 4.** Customers have the right to be informed of the status of their current equipment repair service request.
 - 5.** Customers have the right to express their dissatisfaction with the quality of service they receive
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