



CUSTOMER CHARTER

Version 1.0

Effective Date: June 2026

Message from the General Manager

At Green Dot, we recognize that our customers are the foundation of our business. This Customer Charter reflects our commitment to transparency, fairness, service excellence, and continuous improvement. It outlines the standards our customers can expect and the principles that guide our interactions. We remain committed to delivering reliable internet, television and connectivity solutions while enhancing the customer experience across Trinidad and Tobago.

Yohann Sambrano
General Manager

1. OUR COMMITMENT TO YOU

Green Dot Limited is committed to delivering reliable internet, television, and connectivity solutions while providing customers with professional, courteous, and responsive service.

This Customer Charter outlines our commitments to our customers and the standards of service you can expect from us. It also explains your rights and responsibilities as a Green Dot customer.

2. ABOUT GREEN DOT

Green Dot Limited is a telecommunications provider licensed by the Telecommunications Authority of Trinidad and Tobago (TATT) to provide telecommunications services throughout Trinidad and Tobago.

Our services include:

- Residential Internet Services
- Business Internet Services
- Business Connectivity Solutions
- Television Services
- Managed Connectivity Services and related telecommunications solutions, where offered

Customer Service Contact Information:

- Head Office: 40 Bejucal Road, Cunupia, Trinidad
- Telephone: 224-GDOT (4368)
- Email: info@greendotgroup.co
- Website: www.gd.tt
- Business Hours: Monday to Friday: 8:00 a.m. – 4:00 p.m.

3. OUR SERVICE COMMITMENTS

We commit to:

- Treat all customers fairly, respectfully, and without discrimination.
- Provide clear information on our products, services, rates, and terms.
- Protect customer information and privacy.
- Respond to service faults and complaints in a timely manner.
- Keep customers informed of planned outages or significant service interruptions where reasonably possible.
- Continuously improve our services and customer experience.

4. SERVICE STANDARDS

Green Dot aims to:

- Acknowledge customer complaints within two (2) business days.
- Respond to service faults within one (1) business day.
- Keep customers informed of significant service interruptions and planned maintenance activities where reasonably practicable.
- Process customer requests for service disconnection within seven (7) days, subject to applicable contractual obligations and equipment returns.
- Deliver professional and courteous customer service at all times.

While Green Dot strives to meet these standards, certain circumstances beyond our reasonable control may affect delivery times.

5. CUSTOMER RIGHTS

As a Green Dot customer, you have the right to:

- Receive clear information about our services and charges.
- Receive bills that are accurate and understandable.
- Lodge complaints and receive a response.
- Have your personal information protected.
- Request disconnection of services in accordance with your service agreement.
- Be treated with courtesy and professionalism.

6. CUSTOMER RESPONSIBILITIES

Customers are responsible for:

- Providing accurate information when applying for services.
- Paying invoices by the due date.
- Using services in accordance with Green Dot's User Agreement and Fair Usage Policy.
- Safeguarding Green Dot equipment installed at their premises.
- Reporting faults, damage, theft, or loss of equipment promptly.
- Allowing reasonable access for installation, maintenance, repair activities, and equipment collection.

7. BILLING, PAYMENTS, LATE PAYMENTS AND DISCONNECTION

Green Dot issues invoices on a monthly basis. Customers are required to settle invoices within the stated payment period.

Where an account becomes overdue, Green Dot may:

- Issue reminders and payment notices.
- Restrict or suspend services.
- Disconnect services where outstanding balances remain unpaid.

Prior to suspension or disconnection, Green Dot will make reasonable efforts to notify customers of overdue balances and available options.

Customers with billing queries should contact Customer Care as soon as possible for review and assistance.

8. PRICE CHANGES

Where Green Dot makes changes to service pricing, customers will be provided with at least thirty (30) days' notice before the changes take effect, in accordance with applicable regulatory requirements and contractual obligations.

Customers who do not accept a price increase may terminate the affected service before the effective date of the increase without penalty, subject to applicable contractual terms.

9. SERVICE INTERRUPTIONS AND TECHNICAL SUPPORT

Green Dot strives to provide reliable services; however, interruptions may occasionally occur due to:

- Planned maintenance activities.
- Equipment failures.
- Utility outages.
- Severe weather events.
- Circumstances beyond Green Dot's reasonable control.

Customers may report faults through our Customer Care channels by telephone, email, social media channels, or through our website.

Our technical teams will investigate and work to restore service as quickly as reasonably possible.

10. WAIVERS, COMPENSATION AND CREDITS

Green Dot reviews requests for service credits, refunds, waivers, or compensation on a case-by-case basis.

Consideration may be given where service disruptions are determined to have resulted from factors within Green Dot's control and where such disruptions exceed reasonable restoration periods.

Credits, refunds, or compensation are not automatically applicable and remain subject to investigation and management review.

11. EQUIPMENT, LOSS OR THEFT

Equipment supplied by Green Dot remains the property of Green Dot unless otherwise agreed. Customers must take reasonable care of all equipment provided. Lost, stolen, damaged or destroyed equipment, including equipment damaged or destroyed by fire, must be reported immediately to Green Dot. Where equipment is stolen, customers may be required to provide a police report. Where equipment is damaged by fire, customers may be required to provide reasonable supporting documentation regarding the incident.

Charges may apply for damaged, lost, stolen, unreturned, or improperly used equipment in accordance with Green Dot's User Agreement.

12. CUSTOMER PRIVACY

Green Dot is committed to protecting customer information and handling personal data responsibly. Customer information is collected, used, stored, and processed in accordance with applicable laws, including the Data Protection Act of Trinidad and Tobago, and Green Dot's Privacy Policy.

Customer information will not be disclosed except where required by law, regulatory obligation, customer consent, or legitimate business purposes related to service delivery.

13. COMPLAINTS AND DISPUTE RESOLUTION

Green Dot welcomes customer feedback and seeks to resolve complaints fairly and promptly.

Complaints may be submitted through:

- Telephone: 224-GDOT (4368)
- WhatsApp: 224-GDOT (4368)
- Email: info@greendotgroup.co
- Website: www.gd.tt
- In Writing:
Green Dot Limited
40 Bejucal Road
Cunupia

Complaint Resolution Process:

Step 1 – Complaint Received

Your complaint is logged and acknowledged.

Step 2 – Investigation

The relevant department investigates the matter.

Step 3 – Response

A response or proposed resolution is provided to the customer.

Step 4 – Escalation

Where necessary, complaints may be escalated to Management for further review.

If a customer remains dissatisfied after Green Dot's internal complaint resolution process has been completed, the customer may seek guidance from the Telecommunications Authority of Trinidad and Tobago (TATT).

14. SERVICE TERMINATION

Customers may request termination of services in accordance with Green Dot's User Agreement. Outstanding balances, equipment returns, and any applicable contractual obligations must be satisfied prior to final account closure.

15. CHARTER REVIEW

This Customer Charter will be reviewed periodically to ensure compliance with applicable legislation, regulatory requirements, and Green Dot's commitment to customer service excellence.