



ABARI CUSTOMER COMPLAINTS PROCEDURE

REGISTERING A COMPLAINT

Complaints relating to our services can be made through the following channels.

CUSTOMER CARE SUPERVISOR

Contact center +267 3916104 or +267 72581007

Facebook inbox - Abaricom

Email: complaints@abari.com.co.bw

(We commit to responding to your complaint within 5 days)

Please provide the following information when registering your complaint;

- i. Your full names, address, mobile number and/or account number and a clear description of your concern or complaint
- ii. Copies of any relevant documents, such as emails or any other correspondence

HOW TO ESCALATE A COMPLAINT

If you are not happy with the handling of your complaint, and your complaint is still unresolved you may escalate your complaint further to:

SERVICE MANAGEMENT: servicemanagement@abari.com.co.bw

(We commit to responding to your complaint within 5 days)

DISCLAIMER: if the customer has reported with Abaricom and has gone through all the channels of escalation and the customer is not satisfied with our response, the customer has the right to escalate the complaint to Botswana Communications Regulatory Authority.