



CLT

CUSTOMER CODE OF CONDUCT

1. Our Commitment to Respectful Service

Our company is dedicated to providing excellent service in a respectful and professional manner. To ensure both our customers and our staff are treated with the respect and dignity they deserve, we have a zero-tolerance policy for harassment, threats, and abusive behavior. This policy applies to all communications via email, chat, and phone. Additionally, behavior and language used during remote proctoring is covered under this code.

2. What Constitutes Harassing Communication?

Harassing or abusive behavior includes, but is not limited to:

- **Abusive language:** The use of profanity, insults, name-calling, or slurs towards our team members.
- **Threats and intimidation:** Any form of threat, whether verbal or written, directed at our employees or our company.
- **Discrimination:** Discriminatory comments related to a person's race, color, religion, sex, sexual orientation, gender identity, age, disability, or any other protected characteristic.
- **Excessive and repetitive contact:** Continued communication that is repetitive, hostile, or spam-like after a team member has requested that the behavior stop.
- **Defamation:** Spreading false or malicious information about our company or employees.

3. What Our Team Will Do

Our team is trained to handle frustrated customers with professionalism. However, in cases of harassment, they are authorized to take the following steps:

- **Verbal warning:** A team member will inform you that your language is inappropriate and must stop. For example, in a chat, the agent may state, "I

understand you are frustrated, but if this behavior continues, I will have to end this chat. We can resume when we can communicate respectfully".

- **Immediate termination of contact:** If the abusive behavior continues after a warning, the team member will end the communication (e.g., hanging up the phone, ending the chat, or ceasing email correspondence).
- **Escalation:** The incident will be documented and escalated to management for review.
- **Flagging and blocking:** The company reserves the right to block or flag repeat offenders to protect its employees.

4. What Happens Next

If a customer engages in harassing communication, the company may take one or more of the following actions:

- **Final warning:** The customer may receive an email from management with a final warning explaining that future harassing communication will lead to the blocking of their account and banning from future testing with CLT.
- **Account suspension or termination:** In cases of severe or repeated harassment, the customer's account may be suspended or terminated, and any active services may be canceled.
- **Legal action:** The company reserves the right to pursue legal action in cases involving threats, defamation, or other unlawful behavior.

5. A Note on Feedback

We value constructive feedback and are committed to resolving legitimate customer issues. This policy is not intended to discourage customers from expressing frustration or making complaints in a respectful manner. However, it is necessary to protect our staff from abuse.

By engaging with our virtual services, you agree to abide by this code of conduct.