



Telecom Vanuatu Ltd

Contact US

❖ Free Call on 08 11 11 or contact our Customer Care team by email:

- For business customers: B2B@tvL.net.vu
- For residential customers: customercare@tvL.net.vu

❖ Or visit our office in:

- Efate - Port-Vila, Telecom House building
- Santo – Luganville, Wong Zse Sing building
- Tanna – Lenakel, Tafea Cooperative building

❖ During our office opening hours:

- Monday to Friday from 08:00am to 04:30pm
- Saturday and Public Holidays from 08:00am to 11:30am (Vila/Santo Only)

❖ Our Call Centre is open from:

- Monday to Sunday from 07:30am to 10:30pm

❖ Complaint handling time:

- For business customers: 2 working days
- For residential customers: 5 working days

Fault Handling Procedures

Fault Procedure when Calling 081111

Product - Services

Fiber – Voice / Data / PLL-VPN

Copper – Voice / Data / PLL-VPN

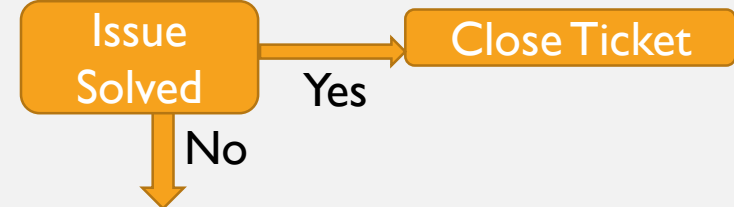
WiMAX – Voice / Data

Flybox – Voice / Data

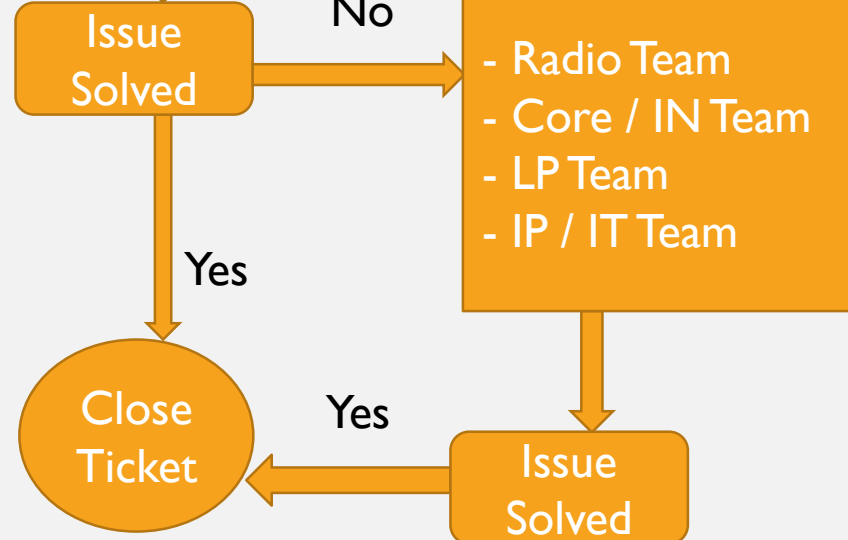
4G Router - Data

Nano Beam - Data

Customer Care – Receive complaints/-Raise Ticket- 1st Level Troubleshooting



Escalate Technical Level2 Support



Fault Procedure by Email

Product - Services

Fiber – Voice / Data / PLL-VPN

Copper – Voice / Data / PLL-VPN

WiMAX – Voice / Data

Flybox – Voice / Data

4G Router - Data

Nano Beam - Data

Contact Via Email

CustomerCare@tvl.net.vu

B2B@tvl.net.vu

Customer Care / B2B Team – Receive complaints by Email – Raise Ticket – 1st Level Troubleshooting

Issue Solved

Yes

Close Ticket

No

Escalate Technical Level2 Support

Issue Solved

No

- Radio Team
- Core / IN Team
- LP Team
- IP / IT Team

Yes

Close Ticket

Yes

Issue Solved

Walk In Customer

Product - Services

Fiber – Voice / Data / PLL-VPN

Copper – Voice / Data / PLL-VPN

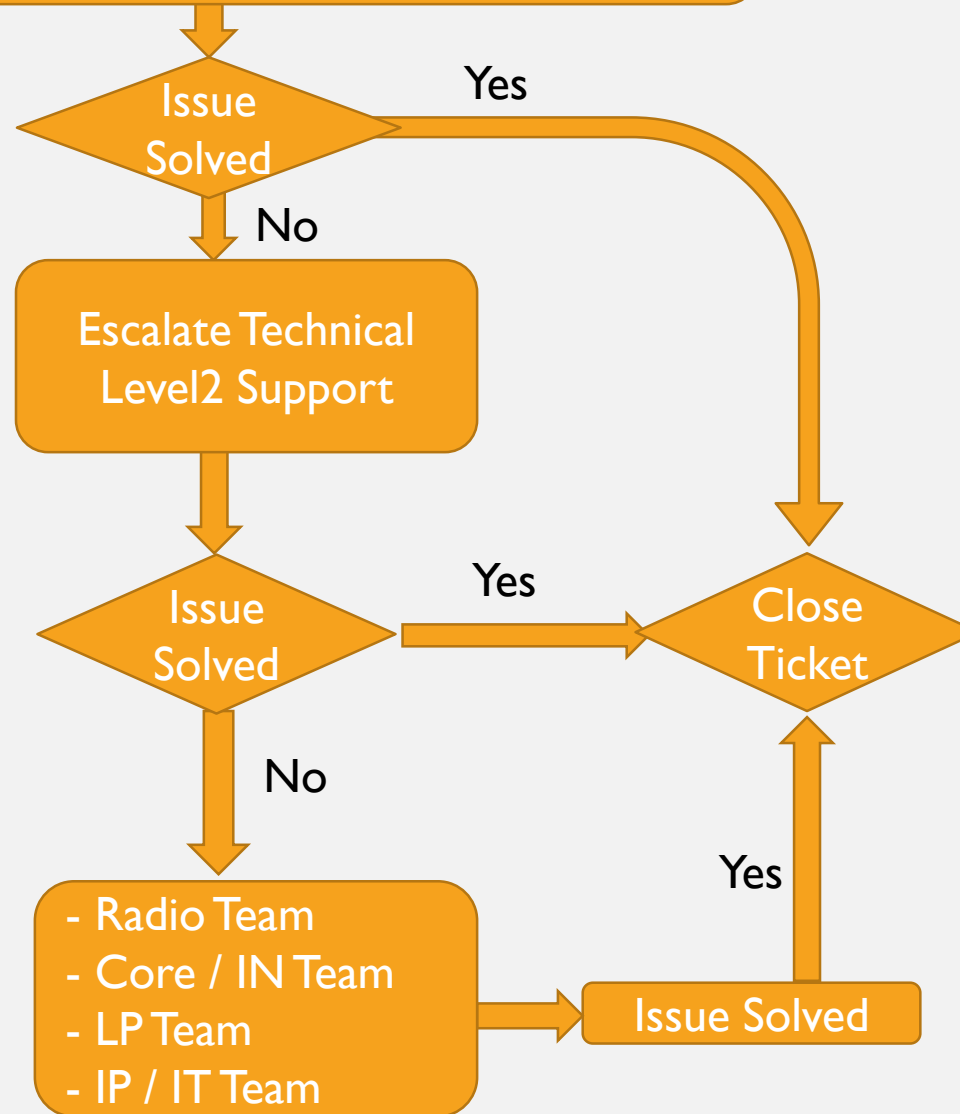
WiMAX – Voice / Data

Flybox – Voice / Data

4G Router - Data

Nano Beam - Data

**B2B & Corporate Support Team –
Receive complaints – Raise Ticket
– 1st Level Troubleshooting**



END