

### 1 ZARNet Mandate

ZARNet is a **statutory and grant** funded institution which was formally established in **1997** by the Office of the President and Cabinet (**OPC**), in its capacity as the **Lead Government Agency of the Republic of Zimbabwe**, in terms of **Section 24** of the Research Act of **1986 [Chapter 10:22]**, as amended. Through this Act, **ZARNet's** statutory mandate is to provide **reliable and sustainable Internet Connectivity and other converged ICT solutions** to the nation's Academic, Research and Education (**ARE**) Institutions, plus any other Government establishments in **Zimbabwe** on a cost recovery basis for sustainable socioeconomic development.

### 2 Aim

The aim of our service charter is to provide our customers with a clear understanding of our commitment to service and product quality and standards to which we endeavour to undertake.

### 3 Scope

In order to achieve the above aim the charter will cover the following;

- 3.1 ZARNet Vision
- 3.2 ZARNet Mission
- 3.3 Our Core Values

### 4 ZARNet Vision

"A leading ICT solutions provider by **2030**."

### 5 ZARNet Mission

To provide reliable and sustainable Internet Connectivity and other converged ICT Solutions to the Academic, Research and Education Institutions, which are mainly Research Institutes, Universities, Colleges, Polytechnics, Technical and Vocational Training Centers, Industrial Training Centers of Excellence, Primary and Secondary Schools, Kindergartens and any other Government Entities.

### 6 Core Values

Our core values can be represented by the acronym **[CAITI]**:

### **6.1 Client Value Creation**

We believe that the client is the king and further to that the client is always right.

### **6.2 Accountability**

We are responsible for our actions in all our business transactions for mandate delivery.

### **6.3 Integrity**

We diligently hold ourselves up to the highest ethical and professional standards.

### **6.4 Teamwork**

Working together towards achieving a shared vision.

### **6.5 Innovation**

We seek to evolve, revolve and transform the lives of our citizens through the use of ICTs.

## **7 Overall Functions**

- 7.1** Provide Affordable Internet Connectivity to Academic and Research Institutions
- 7.2** Provide E-learning Solutions to Academic, Research and Academic Institutions
- 7.3** Provide ICT Hardware and Software Solutions
- 7.4** Provide Training in ICT Services
- 7.5** Provide ICT Advisory, Support and Maintenance Services
- 7.6** Ensure Standardization of ICT Products and Services in Research and Educational Institutions.
- 7.7** Facilitate and Contribute to the Economic Development of the Country

## **8 Service Delivery**

We commit ourselves to meeting the following minimum standards in our service delivery:

- 8.1** Provide a fast, efficient and friendly service

- 8.2** Answer the telephone promptly and courteously.
  - 8.3** Our service uptime will be **99.99%** at all times
  - 8.4** Our turnaround time to attend to client queries and faults will be 12 hours
  - 8.5** Acknowledge all client correspondence within **48hours**.
  - 8.6** Attend to all walk-in clients within 15 minutes of arrival
  - 8.7** To uphold acceptable communication etiquette
  - 8.8** We undertake to give our clients clear, accurate, timely and relevant information
  - 8.9** We do not tolerate corruption, discrimination and favouritism
  - 8.10** We are open to suggestions and criticism from the public
  - 8.11** We shall undertake our duties in the most professional and diligent manner in line with our Code of conduct
  - 8.12** We will uphold data confidentiality and rights to privacy
- 9** There are various ways clients can reach us in order to lodge any complaints or provide compliments, suggestions and advice:
- 9.1 Offices**

Clients can complete a Feedback Form and drop it in the Suggestion Box available at the reception
  - 9.2 Website**

Clients can reach us through the online contact form on our website [www.zarnet.ac.zw](http://www.zarnet.ac.zw) and social media platforms
  - 9.3 Email**

Our corporate emails [info@zarnet.ac.zw](mailto:info@zarnet.ac.zw) & [marketing@zarnet.ac.zw](mailto:marketing@zarnet.ac.zw) where dedicated staff members are responsible for managing the email enquiries.
  - 9.4 Telephone**

Clients can contact on the following numbers +263 242 304418/ +263 304642