

Mainlink Middle East Energy Services LLC

REGULATIONS FOR DISTRICT COOLING PURSUANT TO
EXECUTIVE COUNCIL RESOLUTION (6) OF 2021

RD05: THE CUSTOMER SERVICE CHARTER

Introduction

This customer care charter has been tailored to give you an overview of who we are, our customer care service standards, how we reach out to our clients and end users, how we manage customer issues, and the escalation matrix.

Mainlink is a subsidiary of the ICOR group, present in Europe, the United States, and other parts of the world with various companies in diverse sectors, including:

- Submetering services and IoT solutions ('Mainlink')
- Manufacturing of Metering Devices ('Axioma metering')
- Public utilities ('Cityservice')
- Industrial Equipment Service ('Axioma service')
- Real estate ('Realco')
- Petroleum products ('Oilead')

Mainlink was founded to address the urgent need for modern solutions in the utility and sub-metering segments, which have lagged due to outdated and inefficient technologies. Specializing in smart metering solutions for submetering, Mainlink collaborates with global partners to offer comprehensive solutions or individualized services tailored to client requirements.

As a member of the LoRa Alliance, we benefit from access to the latest information on network operations, further enhancing our capabilities in the smart metering business.



Our **end-to-end sub-metering solution empowers property owners** to effortlessly recover energy and water utility costs. Our plug-and-play system incorporates ultrasonic water and energy meters, gateways, and a cloud platform, enabling efficient energy and water consumption monitoring, accurate billing, and leak detection.

Our smart metering solution enables building administrators to remotely monitor and analyze their meter usage data. Our AMI-based services provide accurate data for invoicing, consumption balancing, theft and leak reporting, as well as alert notifications and alert analytics. With immediate alert notifications, our intuitive platform allows users to quickly detect and prevent damage to their metering infrastructure and avoid non-revenue cases.

Our billing services are tailored to meet the requirements of the client. This includes options such as reading and billing, billing only, with or without maintenance, comprehensive or non-comprehensive, etc.

Our in-house advanced head-end platform, MDM system, and consumer application are automated, allowing us to effectively undertake comprehensive submetering billing, maintenance, collection, and account management services. Our in-house technical submetering expertise eliminates extensive and complicated processes, thus providing clear information to our clients and saving end users time and effort.

Mainlink ensures fast recording, remote reading, and billing for energy and water consumption. Our customer portal is available 24/7, enabling clients to view generated bills at any time and make payments online. Through our digital solutions, we offer customer care services that are both environmentally responsible and energy-efficient while delivering a high level of customer satisfaction.

At Mainlink, we prioritize our customers and strive to continuously improve our service. We welcome feedback from end users and are always open to suggestions that will help us enhance our services.

Who We Are

Mainlink is a subsidiary of the ICOR group, present in Europe, the United States, and other parts of the world, with various companies in diverse sectors.

“Mainlink Middle East Energy Services LLC” is a subsidiary of the European parent company “UAB Mainlink,” which is located in Vilnius, Lithuania. Mainlink Middle East has its primary office for the Middle East in Dubai. Mainlink is a dynamic team of industry experts who have combined their extensive knowledge of resource metering with cutting-edge IoT experience. The company was founded to address the urgent need for modern solutions in the utility and submetering segments, which have lagged behind due to outdated and inefficient technologies.

With the rapid advancement of technologies such as LPWAN, Ultrasonic Metering, Cloud Computing, and Machine Learning, Mainlink saw a unique opportunity to bring next-generation solutions to the conservative market.

Our services cover **all-in-one and end-to-end smart water metering solutions and high-end energy management solutions.**

For more about who we are, please visit our websites:

www.mainlink.ae
www.mainlink.net

Mainlink Services

Mainlink manages and maintains the entire value chain, from the engineering stage with developers, main contractors, property owners, or homeowners' association companies, all the way to the end users, in addition to the following:

- **SMART METERING SOLUTIONS FOR SUB-METERING SERVICE**

Our smart metering solution enables building administrators to equip their properties with advanced metering systems, allowing them to remotely monitor and analyze their meter usage data. Our advanced, approved hardware (BTU meters and related equipment) and AMI-based services provide accurate data for energy billing/invoicing, consumption balancing, leak detection, theft reporting, as well as alert notifications and analytics, which are vital for efficient energy management.

With immediate alert notifications, our intuitive platform allows users to quickly detect and prevent damages to their metering infrastructure and avoid non-revenue cases. With our extensive knowledge of metering, the latest related technology, expert certified engineers, and manufacturer-certified installers, we are capable of providing state-of-the-art metering solutions to all types of developments and buildings.

- **SMART METERING SOLUTIONS FOR UTILITIES AND COMMUNITIES MANEGEMENTS.**

Connecting all meters with our end-to-end solution for water, heating, cooling, and electricity utilities to enjoy cost efficiency, simplified billing, and streamlined operations. Our solution supports existing infrastructure, is both hardware- and network-agnostic, and can be integrated with third-party systems. Our solutions are accessible remotely, as they are cloud-based, and can also be accessed via iOS and Android.

With our expertise in metering communication, software solutions, and as a LoRa Alliance member, we can convert your manual, outdated metering system into the latest and most advanced system.

- **COMPREHENSIVE CUSTOMIZED BILLING & COLLECTION SERVICES**

Billing and collection services are tailored to meet the requirements of the client. With our advanced remote reading systems and state-of-the-art automated billing systems, we provide accurate and legally compliant billing and collection services. This includes options such as reading and billing, billing only (with or without maintenance), comprehensive or non-comprehensive, etc.

Our advanced remote and real-time monitoring and billing system enables us to produce accurate and real-time bills. Mainlink online portal, mobile applications (iOS and Android), and customer services enable us to deliver high levels of end-user satisfaction and desired service levels for clients.

- **ENERGY MANAGEMENT AND EFFICIENCY SERVICES**

Energy management and efficiency services are offered by an experienced team of energy managers with decades of experience in the real estate sector.

Our in-house developed energy efficiency platform integrates into existing building control infrastructure, gathers valuable data on building HVAC systems' operation, comfort, and energy consumption, and provides data-based insights and actions to optimize energy consumption, maintain sufficient comfort levels, and increase the equity value of the building.

Our results are ensured by a unique service model where the latest data analytics and machine learning practices are combined with experienced energy efficiency engineers who adapt the platform to fit the needs of every building. This ensures that energy-saving results are achieved while maintaining optimal comfort levels in the building.

▪ **SMART BUILDING SERVICES**

Improve the well-being of your building's occupants and reduce operational costs with smart building solutions. By monitoring energy usage and various environmental parameters such as air quality, humidity, temperature, and door movement, you can optimize your building operations, increase sustainability, and reduce costs.

Customer Service

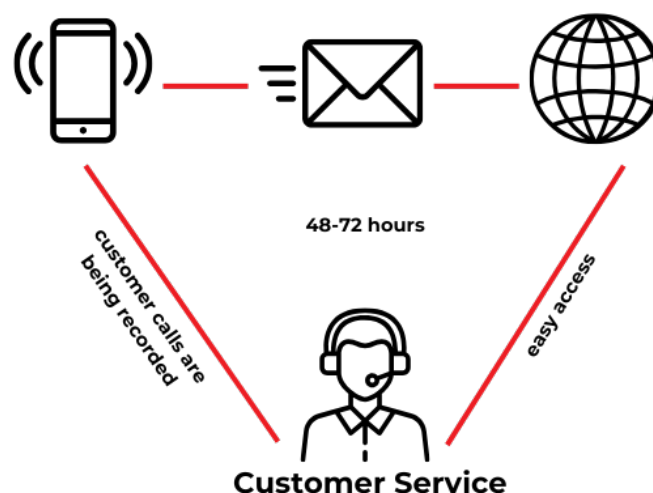
Contact Mainlink ME

Mainlink handles all received inquiries promptly and in a helpful, courteous, and responsive manner.

Clients or customers can reach out to us with any questions via email, phone, or in person. Our customer service agents and account managers are available to provide immediate assistance.

For billing-related inquiries, end users can contact us through our dedicated 24/7 toll-free customer care line.

Additionally, our customer care team returns unanswered calls and sends SMS notifications to unreachable clients within 24 to 48 hours, acknowledging their attempts to contact us and inviting them to reconnect at their convenience.



Contact Us

Direct Calls



Via Phone: **+971 (4) 3473009**

Our Operator Manual

- ✓ Press 1 – for Customer Care
- ✓ Press 2 – for Accounts
- ✓ Press 3 – for Sales & Marketing
- ✓ Press * – for Operator

Email



customercare@mainlink.net

- Our customer care agents are reachable, and their contact details and extensions are available in their email signatures.
- Our agents introduce themselves by name upon answering any incoming call and take accountability for resolving the inquiry.
- All received calls are recorded for quality assurance and training purposes.
- It is our company policy to refer harassment or bullying cases to our legal department.

- All emails are answered within 48-72 hours from the time of receipt. Additionally, an electronic response is generated to acknowledge the receipt of the email.

Website



Typically, inquiries received via info@mainlink.ae or <https://mainlink.ae/contact-us/> are forwarded to the Customer Care team. The concerned customer care agent and account manager of the property handle the client/customer inquiry.

For general enquiries

General inquiries are answered directly by customer care representatives. If the case requires special assistance, the representative will direct the concern to the relevant team or department.

For service complaints- Escalation matrix

Customer care agents assist immediately after collecting the necessary information from the customer, such as the Customer ID and Property references, etc. However, if more information or investigation is required, we collect the necessary details and forward the inquiry to the relevant team to resolve the complaint within 24 to 72 hours. If the first-line agents cannot address the complaint within 24 hours, the inquiry or complaint is escalated to the account manager and the concerned team leader or manager.

For technical enquiries

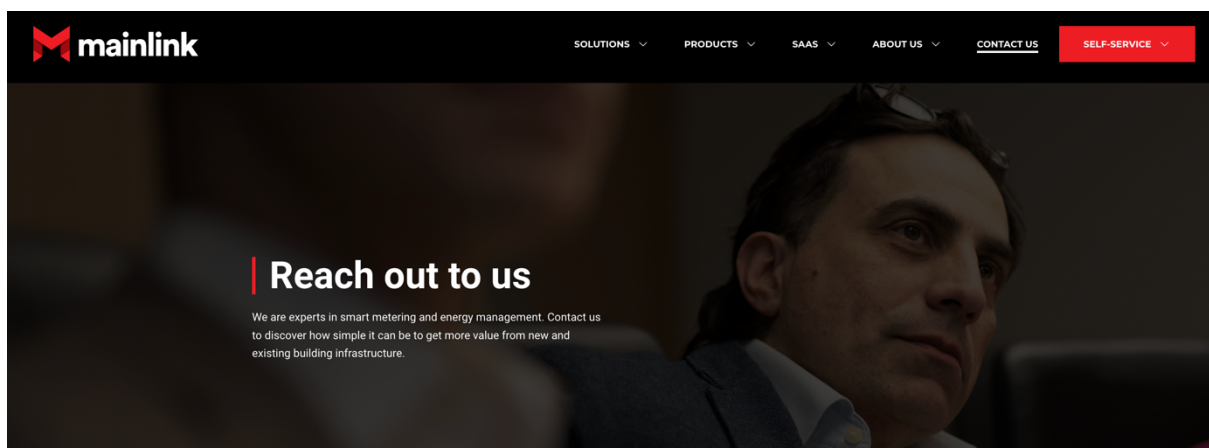
Our in-house software and platform have the functionality to maintain technical equipment, which reduces customer contacts. Mainlink platform schedules technical inspections based on customized logic. For technical inquiries, Mainlink customer care team uses specialized software to schedule and assign technical inspections to our in-house trained technicians. For urgent site visits, such as leakage or poor air conditioning, the team schedules technical interventions as a priority.

Customer Online Portal

Mainlink online portal provides an easy option to register, make quick payments, and view account details and statements.

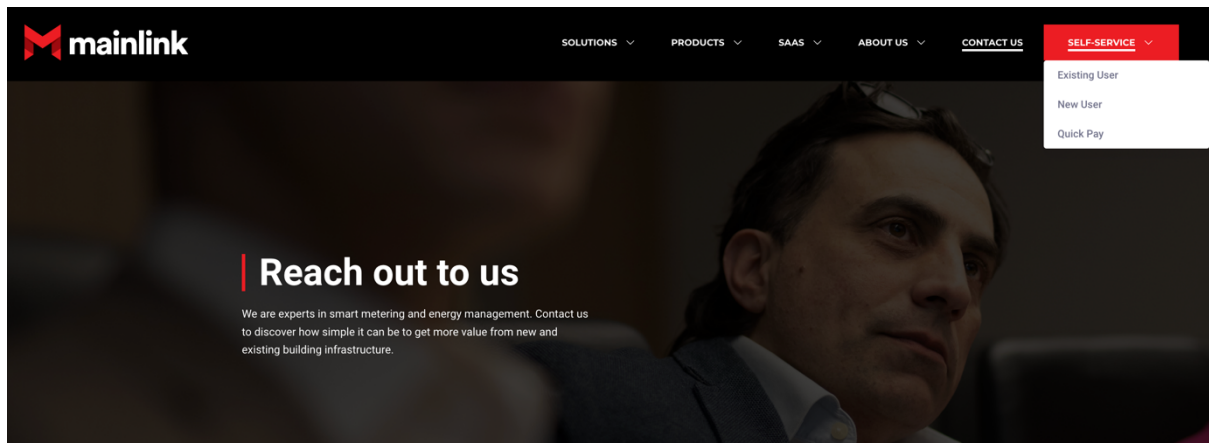
Customer registration

Customers can register at their convenience from the comfort of their home by accessing our self-service portal at www.mainlink.ae.



Customer Account Portal

Customers can access their billing accounts online through our customer service portal by creating an account. Our online portal allows users to monitor their usage, compare it with previous bills, and communicate with our team via email if required.



Customer Email Address

Password

[Forgot your password?](#)

[Log In](#)

Visiting our office

- Mainlink Middle East Energy Services LLC office is located in Dubai. Customers can visit any of our offices to meet with our team in person when necessary.
- Our office hours are Monday to Friday, from 9:00 AM to 6:00 PM.

General Announcements

Furthermore, with the cooperation of clients, continuous periodic announcements are made in the form of notices to keep end users updated on the most recent information about the following:

- Billing mobilization and activation dates
- Registration requirements and the process for registering for chilled water utilities

- How to reach us
- The importance of making payments for chilled water utilities to avoid penalties and the discomfort of AC disconnection.

Mainlink Performance Index

In reference to section Customer Service (Contact) of this customer service charter, we categorize the received complaints or queries as follows:

1. General queries
2. Billing and consumption complaints
3. Technical complaints

- General Queries: All received queries or complaints are assisted immediately. If further investigation is required, we ensure that general queries are resolved within 24 hours. However, if the query cannot be resolved within the mentioned timeframe, it is escalated to the Team Leader, who is responsible for resolving it within 48 hours.

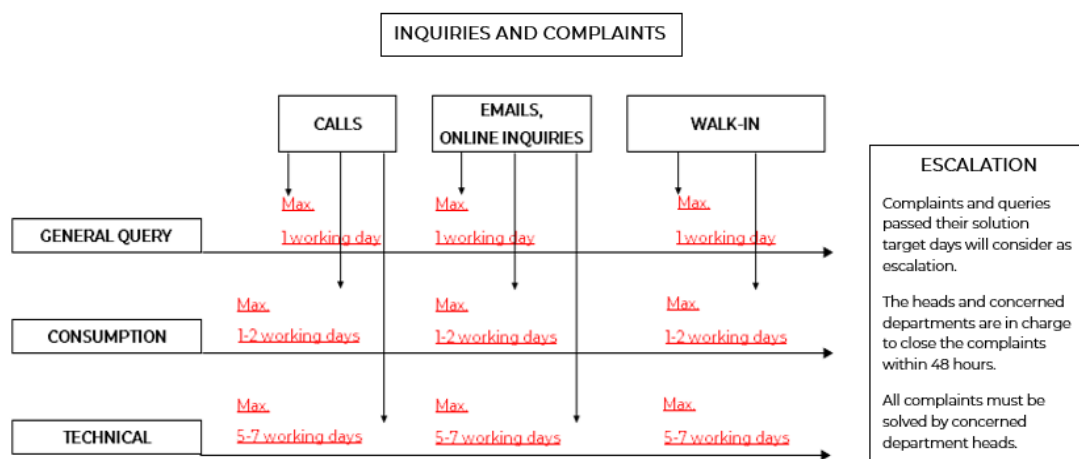
- Billing and Consumption Complaints: Our remote platform, accessible from anywhere, provides detailed consumption reports. Our billing executives verify the consumption of the relevant unit, check the reading values of the pertinent BTU meter, and resolve the complaint within 1 to 2 working days. If any technical intervention is needed, the queries are forwarded to the technical team.

- Technical Complaints: Our specialized software allows us to assist immediately. However, if further investigation is required, we ensure that the query is resolved within 5-7 working days. The complaint is simultaneously addressed to

- The concerned technical engineer, who is responsible for conducting a physical site inspection.

If the complaint requires further investigation, it is escalated to the Head of the Technical Department to address and resolve the concern on or before the completion of 10-12 working days.

MAINLINK'S KEY PERFORMANCE INDICATORS



Escalation Matrix

We strive to achieve customer satisfaction. Our heads of departments and managers are fully accountable and capable of resolving complaints and queries within the target time frames stated above. Their contact details are as follows:

Billing & Cash Collection Head

Sheila Bersabal – Billing & Cash Collection Manager

Email: Sheila.bersabal@mainlink.net

Mob.: +971 566894686

+971 4 3473009. Ext. 103

Technical Department Head

Nayeem Khan – Head of Technical

Email: nayeem.khan@mainlink.net

Mob.: +971 551102710

+971 4 3473009. Ext. 102

Business Development

Muhammad Zaheer – Sales Engineer

Email: muhammad.zaheer@mainlink.net

Mob.: +971 544711451

+971 4 3473009. Ext. 104

General Manager

Feroz Shah – General Manager

Email: feroz.shah@mainlink.net

Mob.: +971 551102710

+971 4 3473009. Ext. 105

Expectation from Mainlink

Mainlink's business model is based on long-term relationships, and we pay close attention to every detail before, during, and after our services.

We are genuinely committed to providing a single point of contact for all billing and technical needs. Customers are contacted through phone calls, emails, and SMS, and we engage in personalized and regular communication to understand customer requirements.

We ensure that our end users and clients are well-informed about the billing cycle, payment due dates, and cash collection campaigns, providing regular updates via SMS or email.

Our staff are well-qualified and trained, following standardized customer care procedures.

Expectation from Customers

Proper communication from customers helps service providers deliver the expected customer services. Below are our expectations from valued customers:

- Read Mainlink announcements, FAQs, and End User Terms and Conditions to understand the related procedures.
- Provide honest and constructive feedback to help us improve our services.
- Register online to access detailed billing information.
- Be aware of each party's rights and obligations to avoid any misunderstandings.
- Treat our employees with courtesy and respect.

Privacy and Confidentiality

We treat personal information and client databases as strictly confidential. That said, we disclose it only in accordance with United Arab Emirates laws or if we believe it is necessary to comply with a requirement from UAE law enforcement agencies.

Data Security and Privacy

Mainlink is an ISO-certified company with ISO 9001:2015 and



ISO 14001-2015

Also, ISO 45001-2018,

to protect the client's personal data against accidental or unlawful destruction, loss, or alteration and against unauthorized disclosure or access, Mainlink ensures that customer data is kept safe in accordance with international standards.

We are committed to protecting the client's privacy. All the information gathered in the online forms on the website is used to personally identify users who subscribe to our services.

The information will not be used for any purpose other than what is stated in the Terms & Conditions of use for the service.

Feedback and Suggestions

Clients can reach out to us at any time to provide feedback and help enhance our services via:

customercare@mainlink.net or
<https://mainlink.ae/contact-us/>