

## Star Knowledge:

Offers 'best-in-class' software development, support and engineering services for all widely-used technical environments and products in the marketplace.

**Star Knowledge pledges to continually ensure that customers are provided a high-quality delivery of superior technical and business services while simultaneously receiving personalized industry-leading customer service throughout their projects.**

The Star Knowledge **Customer BILL OF RIGHTS** encompass the following:

- ❖ The customer has a right to individual attention and dedication with a single point-of-contact. *We pledge to provide experienced, motivated and highly-qualified Star Knowledge managers to support customer account and project management. Our managers provide prompt, courteous, and efficient service and function as the customer's advocate at all times.*
- ❖ The customer has a right to understand every element of Star Knowledge business policies and support processes. *We pledge to review and explain, at each project stages, all supporting polices and processes to ensure that customers have no uncertainty or doubt in their project interactions with Star Knowledge.*
- ❖ The customer has a right to demand total satisfaction from the services received from Star Knowledge. *We pledge to deliver exemplary and productive quality-centric projects, within agreed requirements and scope, to fixed timeframes, and within the customer's approved budget.*
- ❖ The customer has a right to obtain answers and resolutions to questions and problems in understandable language. *We pledge to provide all agreements and supporting project documents in non-legalize terms and likewise respond to customer questions in language that they totally comprehend.*
- ❖ The customer has a right to expect Star Knowledge to uphold the highest levels of responsibility, professional commitment, and employee empowerment in all project interactions. *We pledge to continually provide customers with the utmost levels of courtesy, responsiveness, integrity, and respect; and to proactively work with customers to ensure that their relationship with Star Knowledge is an enjoyable and rewarding experience.*

# Customer BILL OF RIGHTS

- ❖ The customer has a right to expect Star Knowledge to encourage innovation and creativity, in their technical projects, through an unyielding pledge to provide ‘best-in-class’ technology settings, tools, and supporting consulting services. *We pledge to provide incomparable technical and business talent to support ‘state-of-the-art’ projects that will surpass customer expectations.*
- ❖ The customer has a right to know the status of their project, no matter what time of day or night. *We pledge to provide access to project updates and status reports and communicate the progress reports as required by the customer.*
- ❖ The customer has a right to be able to communicate directly with our Chairman, Kevin M. O’Sullivan, if he or she feels the need to escalate an issue or have concern to discuss about any Star Knowledge project. *We pledge to have Kevin available to respond to customer requests within 4 hours EST at [os@star-knowledge.com](mailto:os@star-knowledge.com).*

Our  
Customers  
Are #1