

Customers who may wish to make general enquires or require information on our products, application, bill, or promotion can utilize any of our retail stores listed here <https://gtt.gy/store-list>, chat with a GTT agent by visiting www.gtt.co.gy and click on the “Chat with an Expert” button below or speak with a GTT agent by calling telephone number; 0488.

1. Lodging of a Complaint

1.1. Customers can lodge a complaint by utilizing any of the channels listed below:

- Telephone 0488
- Email: GTTCustomerCare@gtt.co.gy
- Online Chat: www.gtt.co.gy click on the “Chat with an Expert” button below to chat with an agent.
- website: <https://gtt.gy/report-issue>
- Whatsapp Chat: 620-2428
- GTT Facebook messenger: <https://www.facebook.com/GTTGuyana>
- Retail Store: <https://gtt.gy/store-list>

2. GTT’s complaint process is as follows:

2.1. The customer first lodges a complaint by updating the details of their issue, utilizing any of the channels listed above.

- a. Every complainant will be required to provide the following information:
- i. Name;
 - ii. Email address;
 - iii. Address;
 - iv. Mobile contact number;
 - v. A clear statement of the issue or complaint being raised; and
 - vi. Any documentation that supports the matter.

2.2. Every complaint submitted will be time-stamped, logged, and assigned a Ticket Number which is shared with the customer for reference and follow-up.

2.3. Every customer is given an estimated time in their issue or query will be addressed and/or resolved.

2.4. If a site visit is required, the customer can expect a call from a representative of GTT to schedule a date and time to facilitate the visit.

2.5. Upon completion of action and/or resolution of the complaint, the customer will be informed by GTT after which the Ticket is closed. Communication with the customer may be done via phone call, SMS, email or WhatsApp.

GTT commits to resolving customer complaints in a timely manner in accordance with the Telecommunication (Consumer Protection) Regulation 2020.