



South African Service Awards Terms and Conditions

SMOKE CUSTOMER CARE SOLUTIONS (PTY) LIMITED ("SMOKE") is proud to bring you the SOUTH AFRICAN SERVICE AWARDS ("The SA Service Awards").

The SA Service Awards aims to recognise excellent service between your business and its customers, whether they are other businesses or an individual customer ("the Customer(s)").

It is a chance for Customers to rate your business on its service and it does this through the use of an internet based rating portal developed by SMOKE ("the SMOKE System").

Customers go to our website, www.saservice.co.za, (they will be directed there via marketing from us via the internet or email or marketing from you via email or your website) where they will register as a customer. Thereafter the Customer can then rate your service as being excellent, good, average, poor and very poor by completing a short survey.

In such survey there will also be a field in which the Customer can insert any comments or suggestions they may have anonymously or not, which will give you the chance to deal with any such queries/suggestions as you may wish with the aim of improving your service.

The Customer rating period opens 1 June and closes 31 August.

On the closing date the ratings will be tallied giving the average of the Customers' ratings for that particular entrant in their specific category. The nominees will be shortlisted and invited to the SA Service Awards Ceremony where the winners will be announced.

This awards programme is open to all businesses from the individual entrepreneur to the large listed corporate and from professionals to the novice, who provide service amongst themselves and to the public.

How to enter a company

Follow these simple steps to enter:

1. Go to www.saservice.co.za and click on 'Register a Company'
2. Complete the information required
3. We will send you a registration form via email, please complete and email the form to info@saservice.co.za
4. Your company details will be loaded on our system within 2 weeks

Entries will be accepted from 1 March through to 31 May.

On receipt of the entry form the logo with the link to your rating page for e-mail use, the code to insert the SA Service Awards logo onto your business website, Facebook etc. as well as your backend login details will be available on request

Benefits of entering as a company

Position your company against your competition with regards to perceived levels of customer service.

Get recognised for providing great customer service.

Understand the customer experience.

Show commitment to improving service in South Africa.

Know which customers are having a good/poor experience with you.

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You will have access to your ratings up and until the closing date. From the portal you will be able to peruse any queries/ complaints/suggestions that the Customer may have which will no doubt be a good opportunity for you to assess your customer relations and if necessary provide feedback to Customers who have provided their contact details. All individual results are only visible to you via your company login and do not form part of the public domain.

You will be entitled to display the "Proud Participant in the South African Service Awards" with the "Rate Us" gold logo on your business website or on any other documentation/advertising material and to announce same in any media forum prior to the Awards Ceremony.

If you are awarded 1st place in one of the categories you will be entitled to display the 1st place winner of the SA Service Awards gold logo for a period of 1 (one) year from the date of the Awards Ceremony on your business website or on any other documentation/advertising material and to announce same in any media forum for such period.

If you are awarded 2nd place in one of the categories you will be entitled to display the 2nd place winner of the SA Service Awards logo for a period of 1 (one) year from the date of the Awards Ceremony on your business website or on any other documentation/advertising material and to announce same in any media forum for such period.

If you achieve a 80% or more customer satisfaction rating, but don't place 1st or 2nd in one of the categories you will be entitled to display the participant of the SA Service Awards logo for a period of 1 (one) year from the date of the Awards Ceremony on your business website or on any other documentation/advertising material and to announce same in any media forum for such period.

There may be significant media coverage of the Awards Ceremony.

Please note that by entering there is no guarantee of exposure and media coverage.

What does it cost to enter?

Registration is free of charge.

Tickets to the Awards Ceremony will be for sale from 1 June. Ticket prices will be available from 1 May every year.

Awards Ceremony

SMOKE will compile a list of finalists, comparing the ratings of the various entrants as determined by the SMOKE System. You will be notified if you are a finalist. The winners will be announced at the Awards Ceremony.

The SMOKE System contains sophisticated software for determining the customer ratings and survey sample size, utilising six sigma sampling methodology principals allowing for 95% level of certainty and 5% standard deviation. Such ratings as determined by SMOKE will be final with no correspondence entered into.

SMOKE reserves the right to re-classify any entrants in the categories to a more appropriate category, if deemed necessary.

Decisions made by Smoke are final and no correspondence will be entered into.

Eligibility:

Your business has to be a South African based business trading in the Republic of South Africa and can be a listed company, or a private company, a close corporation, partnership or sole proprietorship.

International companies can compete but they must have an operating South African branch in the Republic of South Africa for at least one year.

If you are a sole proprietorship or partnership you must be (or both of you as the case may be) over the age of 18 years and be South African residents.

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**Rules of Entry:**

Your business may enter in more than one category, where appropriate (separate submissions required).

This awards programme is not open to employees/members/shareholders and directors of SMOKE.

Awards cannot be exchanged for cash or exchanged for any other prizes.

The Awards Ceremony is by invitation only and you will be notified if your business has been chosen as a finalist in one of the categories.

General Conditions:

SMOKE reserves the right at its sole discretion to refuse entry of any entrants that do not comply with the applicable entry criteria, or might harm the reputation of the SA Service Awards. An entry shall be excluded from the SA Service Awards:

- a) If it is received after the closing date.
- b) If it does not fulfil the stipulated entry conditions.

SMOKE is committed to providing a quality awards programme and makes every attempt to ensure accuracy and reliability of the information included in these terms and conditions and on its website. However, changes in content and process may become necessary at the absolute discretion of SMOKE. SMOKE accepts no liability for any use of the said content or reliance placed upon it.

SMOKE will not be held responsible for any loss or damage howsoever arising occasioned by the use by your business of the SMOKE System including but not limited to, the uploading of the link to the SA Service Awards portal or any use thereof by any Customer or by any defamation by any Customer, or by any computer virus contained therein or any damage caused to the software or hardware pertaining to your business.

You and your business hereby indemnify SMOKE from any loss or liability howsoever arising whether consequential or not from any claim arising in terms of this agreement or at the Awards Ceremony.

SMOKE will not be held liable for any loss or consequential loss arising out of any event out of its reasonable control or by an act of God, including, but not limited to; strikes, floods, fire, power outages, civil unrest or war.

By acknowledging your acceptance of the terms, you agree to all above-mentioned conditions of entry and you duly authorise your business to enter into this agreement.

Publicity and Copyright:

You and your business acknowledge that SMOKE is the author and proprietor of the copyright and intellectual property in the SMOKE SYSTEM and the SA Service Awards.

By entering the SA Service Awards you give full permission to SMOKE to publish, exhibit, broadcast and to promote the Awards Ceremony and the results thereof.

Declaration and Authority to Use Information

I confirm that to the best of my knowledge and belief, the information provided herein and in the profile and other documents is true and complete.

I understand that the information I provide relating to this entry form will be used by SMOKE, for research, educational, media related activity and any other purpose.

I agree that SMOKE may also from time to time use the details provided to contact me with details of services, or events that may be of interest.

I hereby authorise the release and use of, in South Africa and abroad, in connection with SA Service Awards, my name, my business's name, entry information, results of the Judges. I agree that no compensation shall be due to me or to my business for such usage.

I agree to all the terms and conditions as contained herein and that I am duly authorised to enter this agreement on behalf of my business and that any change herein must be agreed to by SMOKE in writing.

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