PRODUCT DIRECTOR TRANSPORTATION INFORMATION SYSTEMS (PD TIS)

PD TIS CUSTOMER BILL OF RIGHTS

All customers who contact PD TIS can expect:

Good Listeners

- We listen patiently to fully understand your message and clearly identify your needs.
- We are accessible via phone, email, fax, Facebook and our Web site.

Quick Responses

- We respond to phone calls by the end of the next business day or sooner.
- We respond to all correspondence within two business days.
- We provide current voicemail messages, so if we miss your call, you know when to expect a response or whom to contact for faster help.

Quality Service

- We provide accurate information in a professional, courteous manner.
- We ensure your question or issue is resolved properly – and we carefully document recommendations for enhancements or issues you bring to our attention.

Accessible Information

- We make information accessible in a variety of formats so you can select what works best for you – AKO, Web site, training materials, fax, newsletters, or brochures.
- We provide clear, timely, and accurate information – and inform users early about issues that affect them.

Collaboration

- We work with our partners to improve TIS products, processes, and services, and help make our systems and tools work better together.

Involvement

- We use service requests, interviews, Internet feedback, surveys, and meetings to find out what customers think about PD TIS products and services – and use these ideas and feedback to improve products and services.

PD TIS Customer Service Pledge

We pledge to provide outstanding customer service to our customers and co-workers.

PD TIS
PRODUCT DIRECTOR | TRANSPORTATION INFORMATION SYSTEMS

FOR MORE INFORMATION

www.tis.army.mil
Customer Service Available 24/7
Toll Free: (877) 839-0813 DSN: (312) 737-1608
Email-NIPR: c4isr.support@us.army.mil

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