



RVR International Limited

LP# 932 High Street, Rio Claro

Trinidad, West Indies

Phone: 226-4RVR (4787)/ 607-4RVR (4787)

RVR International Limited Customer Charter

Effective Date: 8 September 2026 *Version: 1.0*

1. Our Commitment

RVR International Limited is committed to providing reliable, high-quality telecommunications services while treating every customer with professionalism, fairness, courtesy, and respect.

2. Company Information

Business Name: RVR International Limited (also called RVR Networks or RVR)
Head Office: 932 High Street, Rio Claro, Trinidad
Telephone: (868) 226-4787 / (868) 607-4787
Email: cs@rvrnetworks.com
Website: www.rvrnetworks.com

3. Services Offered

Broadband Internet, Dedicated Internet Access (DIA), Metro Ethernet, IPTV, Managed Wi-Fi and Business Connectivity Solutions.

4. Billing and Payment

Invoices are generated monthly according to the customer's billing cycle and are payable in advance or at the beginning of the billing cycle. Late payments may attract applicable late fees, interest and/or charges.

5. Disconnection & Reconnection

Services may be suspended or disconnected for non-payment, breach of agreement, fraud, or network security reasons. Reconnection is subject to settlement of all outstanding obligations, signing of new contract where applicable. We may require you to pay three (3) months' fees in advance, a reconnection fee and/or service activation fee.



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6. Waivers, Compensation & Refunds

Requests are assessed individually where billing errors or RVR-attributable service interruptions occur. All requests for refunds and compensation **must** be made in writing and submitted via the following channels:

Email: cs@rvrnetworks.com

Walk-in at any of our customer service offices – Rio Claro, Mayaro, Princess Town, Williamsville, Caparo, Preysal.

7. Privacy

Customer information is protected in accordance with the Data Protection Act 2011. The company shall not disclose the customer's personal information to any third party except where required by law, authorised by the customer, or in the furtherance of the implementation and/or performance of this agreement (such as contractors, suppliers and agents).

8. Technical Support

Faults should be reported immediately via RVR's authorised telephone lines, email or WhatsApp. RVR will investigate and restore service within reasonable timeframes.

9. Lost or Stolen Equipment

Customers must report lost or stolen RVR equipment immediately. Replacement charges may apply.

10. Complaints

Complaints may be made by phone, email or in person and will be investigated promptly. Unresolved complaints may be referred to TATT.

11. Customer Responsibilities

Provide accurate information, pay on time, safeguard equipment and use services lawfully and as for its intended purpose.

12. Review

This Charter may be updated to reflect regulatory or operational changes.