

CONFIDENCE DELIVERED



### **What is Confidence Delivered?**

The CompTIA Confidence Delivered program identifies technology businesses that are committed to the CompTIA's Code of Practice. Companies that showcase the CompTIA Confidence Delivered logo have committed to following a robust code of practices that details the minimum levels of service a customer will get from a decent technology supplier.

The CompTIA Confidence Delivered program builds on an earlier effort by the Technology Channels Association (TCA), which developed a successful Confidence Assured program for the IT community. CompTIA and TCA merged in October 2010.

### **Reassurance**

The new program also includes remedies for members of the public who feel a company has not lived up to the CompTIA Code of Practice. Customers may submit a detailed written complaint to CompTIA. All complaints will be investigated and an initial response will be made within 21 days. If further investigation proves necessary additional response will be made within 90 days.

### **Who is CompTIA?**

CompTIA is the non-profit trade association advancing the global interests of information technology (IT) professionals and companies including manufacturers, distributors, resellers, and educational institutions.

Since 1982 CompTIA has supported and led the global IT industry through educational programs, market research, networking events, professional certifications, and political advocacy.

CompTIA has a global reach, serving members from offices in Australia, Canada, China, Germany, India, Japan, South Africa, South Korea, the United Kingdom, and the United States.

Uniter Group is proud to be affiliated with CompTIA.

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