

*To become Partners of the GTN, candidate Partners shall meet the following criteria:*

#### **DISPATCHING**

- » Orders are only sent to properly licensed taxi companies or properly licensed taxi drivers and taxis, in compliance with the relevant jurisdiction's rules;

#### **SAFETY**

- » Only properly licensed taxi vehicles are used to provide trips; and
- » Only properly certified/authorised taxi drivers are used to provide trips.

#### **SERVICE QUALITY**

- » Service response times for application requests are equal to, or better than, comparable industry standards; and
- » We have effective processes & procedures for assisting passengers:
  - a) To recover their lost property; and
  - b) Resolving customer complaints.

#### **FARES & PAYMENT**

- » Passengers are given the possibility to only pay the required fares as displayed on the in- vehicle taximeter; and
- » Passengers can use the application without having to supply their credit details.

#### **NO DISCRIMINATION**

- » Requests for services by passengers cannot be declined; and
- » Requests for accessible services are accepted equally, and on effectively the same terms, as other requests.

#### **ACCOUNTABILITY**

- » The privacy of passengers' trips and personal details are protected; and
- » Operational performance data and measures are available to the Government taxi regulators.

#### **LAWFULNESS**

- » The application itself and the application provider comply with all legislative and regulatory requirements applicable to their operation.