

# Rocket Community Bill of Rights

As a member of the Rocket Community, I can expect the following:

1

You will treat me with the same respect and empathy you'd want for yourselves.

You will act in my best interest and do what is right for me.

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You will personalize your service based on the way I wish to receive it.

You will do what is necessary to meet my expectation, and will aim to exceed that expectation.

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As a member of the Rocket Community, I can expect the following:

You will tell me what to expect from you, and you will notify me immediately if you think you will deviate from that expectation.

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If you have to tell me you cannot do something, you will always give me options about what you can do.

You will assign one Rocketeer as the single owner of the request I've made of you.

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I will determine when my request is resolved, not you.