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.