

Code of conduct

General Standards

1. Key Commitments

The company will:

- Act in a fair, reasonable and responsible manner in all dealings with consumers;
- Ensure that all services and products meet the specifications as contained in their licenses and all the relevant laws and regulations;
- Not unfairly discriminate against or between consumers on the basis of race, gender, sex, age, religion, belief, disability, ethnic background or sexual orientation;
- Display utmost courtesy and care when dealing with consumers;
- Provide consumers with information regarding services and pricing;
- Provide consumers with guidance in regard to their needs, upon request;
- Keep consumers' personal information confidential;
- Advise consumers to refer complaints to the Authority.

2. Consumer Rights

Consumers will be informed about their rights in terms of the services to be provided. The rights include, but are not limited to:

- A right to be provided with the required service without unfair discrimination;
- A right to choose the service provider of their choice;
- A right to receive information in the preferred language;
- A right to access and question records and information held by the service provider;
- A right to protection of the consumers' personal data, including the right not to have personal data sold to third parties without permission by the consumer;
- A right to port a number in terms of applicable regulations;
- A right to lodge a complaint; and
- A right to redress.

3. Provision of information

- The company will inform/provide consumers with information regarding the broad range of services/products on offer, tariff rates applicable to each service offered, terms and conditions, payment policies, billing, complaints handling procedures and relevant contact details.
- The company will provide accurate information that is readily accessible and understandable to consumers.

4. Tariffs

- Information on applicable tariffs, fees and terms and conditions for provision of the relevant service will be published.
- The company will not provide any service for a charge, fee or other compensation, unless the prices for the service and other terms and conditions of the provision of such service have been made known to the public and the Authority by:
 - Making such information available for inspection at its offices during business hours;
 - Providing such details to anyone who requests at no charge;
 - Providing such details on the company's website
 - Providing such pricing details within thirty (30) days of commencing a service.
 - No tariff plan will be offered, presented, marketed or advertised in a manner that may be misleading.

5. Contract terms and conditions

The company follows the following guiding principles for all our service contracts:

- We use plain and understandable language in our contracts;
- Provisions of the salient points of service contracts include but are not limited to the following;
 - Nature of a contract;
 - Minimum duration of a contract;
 - Payment for early termination – i.e. if a contract is terminated prior to the minimum duration;
 - Notice period for termination and
 - Manner of notice of termination
- Consumers are informed about changes to the terms and conditions of a contract within a fair and reasonable period.
- Consumers are provided with a copy of the written terms and conditions immediately or as soon as is reasonably possible, after conclusion of a contract; except where a contract is entered into verbally, the company will provide a copy of the written terms and conditions within 7 (seven) working days after entering into a contract.

6. Customer Confidentiality

The company will protect the confidentiality of consumer information, and in particular, will;

- Use the information only for the purpose permitted or required,
- Report or release that information only to the consumer or prospective consumer,
- Only release information to another person;
 - When directed by the written instruction of the consumer or prospective consumer, or
 - When directed by an order of a court,
 - During the process of collection of debts owed to the company to accredited debt collection agencies,
 - By the company's auditors for the purpose of auditing our accounts,
 - In terms of any applicable law.

7. Charging, Billing, Collection and Credit Practices

Billing processes will be clearly communicated to consumers.

- Payment procedures will be provided as part of our bills.
- Prospective consumers will be informed at the outset that credit referencing/risk assessment will be applied.
- A simple explanation of how the credit referencing system operates will be provided. The information will be in accordance with the provisions of the National Credit Act No. 34 of 2005 and any other applicable law and/or regulation.

8. Applicable rules in defining suitable degree of consumer protection regarding billing complaints:

- When a consumer lodges a billing complaint, the complaint handling process will be guided by the following principles:
 - The services of the consumer will not be disconnected while the investigation of a disputed portion of a bill is still pending.
 - A determination regarding the billing complaint must be reached and communicated to the complainant within fourteen (14) working days.
 - Services will not be disconnected until the complainant has been notified about the results of the investigation and the final decision on the complaint.

- Adverse collection procedures or the assessment of late charges and/or penalties will not be taken while the investigation of a disputed billing is still pending.
- The consumer will not be required to pay the disputed bill in full pending investigation of the complaint.
- The consumer will be informed well in advance about time for payment and the possibility of disconnection in the case of non-payment within a certain period before they get disconnected.

9. Promotional Marketing, Advertising and Sales Practices

- Advertising and promotional material will not be misleading.
- Advertising will comply with the South African Advertising Standards Authority's Code of Conduct and any other applicable Codes that may be developed by the sector.

10. Applicable remedies in case of defective products

- It will be clearly stated where a product or service is defective, what steps will be taken to correct the defect with the interest of the consumer in mind.
- Alternative measures will be put in place for the duration when the defective product(s) is taken in for repairs or while the service malfunction is being addressed.

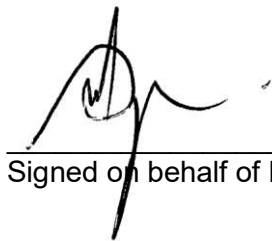
11. Complaints handling, resolution and escalation procedures for customers

- The complaints handling procedure will be displayed prominently for customers to note, including the option to refer the complaint to the Authority.

12. Operational/Implementation and evaluation arrangements

- Employees will be made aware of the contents of the Code.
- Consumers will be made aware of the existence of the Code and the content thereof.
- An abridged copy of the Code is prominently displayed in the service provider's premises.

Approval



Signed on behalf of EXCO

Steve Booysen

Name

19 October 2018

Date