

## WICOTEL CONSUMER CODE OF CONDUCT

In accordance with the Electronic Communications Act of 2005 and subsequent regulations, WICOTEL CC informs its customers they are entitled to the following rights:

- To be provided with the required service without unfair discrimination
- To choose a service provider of their choice
- To receive information in their preferred language
- To access and question consumer account information
- To protection of personal data and not to have personal data sold to third parties without permission
- To lodge a complaint (details below) and a right to redress

WICOTEL CC endeavours at all times to:

- Act in a fair, reasonable and responsible manner in all dealings
- Ensure that services & products meet the correct specifications contained in all the relevant laws and regulations
- Not discriminate against consumers on the basis of race, gender, age, religion, disability, ethnic group 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 customer needs, upon request
- Provide consumers with contractual terms and conditions
- Provide consumers with information regarding our charging, billing, collection and credit practices
- Keep consumers personal information confidential
- Advise consumers to refer their unresolved complaints to ICASA

**Complaints:** WICOTEL CC

**Phone:** 079 524 3109

**Email:** [christo@wicotel.com](mailto:christo@wicotel.com)

ICASA

011 566 3000

[complaints@icasa.org.za](mailto:complaints@icasa.org.za)

WICOTEL CC endeavours to address all complaints within 5 working days where possible.