

## CODE OF CONDUCT

eNetworks subscribes to this Code of Conduct which prescribes the minimum standard of conduct that eNetworks endeavors to follow in rendering services to its customers.

The Code of Conduct in accordance with the guidelines as well as the minimum standards for subscriber charters prescribed by the Independent Communications Authority of South Africa ("the Authority") in Notice 1740 of 2007 published in Government Gazette No 30553 dated 7 December 2007 and in Notice 272 of 2008 published in Government Gazette No 30792 dated 25 February 2008, respectively.

### 1. Key Commitments

eNetworks will:-

- act in a fair, reasonable and responsible manner in all its dealings with its customers and potential customers;
- ensure that all products and services meet the specifications contained in eNetwork's licenses and in all relevant laws and regulations;
- not unfairly discriminate against or between its customers and potential customers on the basis of race, gender, sex, age, religion, belief, disability, ethnic background or sexual orientation;
- display utmost courtesy and care when dealing with its customers;
- provide its customers and potential customers with information regarding services and pricing;
- upon request provide its customers and potential customers with guidance in regard to their customer needs;
- keep its customers' personal information confidential; and
- advise its customers to refer a complaint to the Authority, where eNetworks cc has failed to resolve the complaint to the satisfaction of the customers.

### 2. Consumer rights

Your rights in terms of the services that eNetworks cc provides include (without limitation) the right to:

- be provided with the required service without unfair discrimination;
- choose the service provider of your choice;
- receive a copy of this Code of Conduct and Service Charter in English as determined by eNetworks cc;
- access and question records and information held by eNetworks cc;
- the protection of your personal data, which includes the right not to have your personal data sold to third parties;
- lodge a complaint.

**Company Registration nr:** CK99/044275/23 • eNetworks is a level 2 B-BBEE Contributor

**Members:** Jonathan Maliepaard, Jaap Scholten, Dumisa Melane, Saul Stein, Gary Quinn, Gareth Lynch

NETWORK CENTRIC



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INTERNET SERVICE PROVIDER



## **. Provision of Information**

- Information regarding the broad range of services, products and packages on offer, the tariff rates, charges and fees applicable to eNetworks 's services, products and packages as well as the terms and conditions applicable to eNetworks services, products and packages, eNetworks cc privacy and confidentiality policy, eNetworks cc payment policy and relevant contact details are available:
  - on our homepage at <http://www.enetworks.co.za/> ;
  - on the application forms required to be completed in order to receive a service;
  - our billing and complaints handling procedures are contained in this Code; and
  - We will provide you with an itemised bill or invoice on request.
- Your application for a service or product may be subject to a credit referencing or risk assessment process. This means that eNetworks cc may request and receive your Confidential Information, Consumer Credit Information and Prescribed Information (as defined in the National Credit Act, 2005) (“Assessment Information”) from registered credit bureaux in order to perform a financial means test, in order to determine whether you will be in a position to meet your obligations under the intended agreement.
- eNetworks cc is entitled to perform a financial means test each time when you apply for a service/ product and package.

## **4. Minimum service standards offered by eNetworks cc**

- eNetworks cc will endeavor to attain a 100% success rate in meeting your request for a service.
- eNetworks cc will respond within 3 (three) minutes to any call directed to the eNetworks cc call centre.
- Our Electronic Communications Network Monitoring Centre operates 24 (twenty four) hours, 7 (seven) days a week.
- In addition to our Electronic Communications Network Monitoring Centre, eNetworks cc operates a dedicated customer service centre for the receipt and resolution of customer queries and service problems. eNetworks cc call centre is available on, Monday to Friday 08h30 to 18h00, on Tel 021 421 9857

## **. Billing Complaints Handling Procedure**

- You are required to direct a billing complaint to [accounts@enetworks.co.za](mailto:accounts@enetworks.co.za). The complaint is required to be accompanied by the following:
  - a copy of the bill concerned or the particulars thereof, e.g. the account number;
  - the reason for the dispute;
  - the amount in dispute; and
  - Supporting information or documentation, if any.

eNetworks cc will reach a determination regarding the billing complaint and communicate its decision to you within fourteen (14) working days of receipt of your complaint.

You may approach the Authority for resolution of the dispute, should you not be satisfied with the outcome of the dispute as determined by eNetworks cc.

The dispute will be referred to the Complaints and Compliance Committee of the Authority in terms of section 17 (H) of the ICASA Act in the event that the dispute is not resolved by the Authority itself as contemplated.

## **6. Complaints handling, resolution and escalation procedure**

- All complaints other than billing complaints must be submitted to eNetworks cc and will be dealt with by eNetworks cc in accordance with the provisions of this clause 6.
- You are required to afford us an opportunity to resolve a complaint before you approach the Authority.
- You are required to direct at [info@enetworks.co.za](mailto:info@enetworks.co.za). Your complaint should include the following:
  - your name and surname;
  - your account number;
  - the date on which the complaint arose; and
  - a brief description of what gave rise to the complaint.

eNetworks cc will acknowledge receipt of your complaint within 3 (three) working days of receipt thereof.

eNetworks cc will formally resolve your complaint in writing within 7 (seven) working days of receipt thereof, or within such longer period as we may agree to under circumstances where the resolution of the complaint is for example (but without limitation) in the hands of a supplier or third party service provider.

You may approach the Authority for resolution of the dispute, should you not be satisfied with the outcome of the dispute as determined by eNetworks cc.

The dispute will be referred to the Complaints and Compliance Committee of the Authority in terms of section 17 (H) of the ICASA Act in the event that the dispute is not resolved by the Authority itself as contemplated in clause 6.5.