



CUSTOMER CODE OF CONDUCT

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CODE OF CONDUCT

MiNET Wireless ISP (“MiNET”) subscribes to this Code of Conduct which prescribes the minimum standard of conduct that MiNET 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

MiNET 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 MiNET’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 MiNET has failed to resolve the complaint to the satisfaction of the customers.

2. Consumer rights

Your rights in terms of the services that MiNET 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 MiNET;
- access and question records and information held by MiNET;
- the protection of your personal data, which includes the right not to have your personal data sold to third parties;
- lodge a complaint.



3. Provision of Information

- Information regarding the broad range of services, products and packages on offer, the tariff rates, charges and fees applicable to MiNET's services, products and packages as well as the terms and conditions applicable to MiNET's services, products and packages, MiNET privacy and confidentiality policy, MiNET payment policy and relevant contact details are available:
 - on our website at <http://www.minet.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 MiNET 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 bureaus 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.
- MiNET 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 MiNET

- MiNET will endeavor to attain a 100% success rate in meeting your request for a service.
- MiNET will endeavor to respond within 3 (three) minutes to any call directed to the MiNET 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, MiNET operates a dedicated customer service centre for the receipt and resolution of customer queries and service problems. MiNET call centre is available on, Monday to Friday 08h30 to 18h00, on Tel 087 720 9084.

5. Billing complaints handling procedure

- You are required to direct a billing complaint to accounts@minet.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.



MiNET will reach a determination regarding the billing complaint and communicate its decision to you within fourteen (14) working days of receipt of your complaint, however, we will endeavor to resolve 90% of billing complaints within four (5) working days.

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

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 MiNET and will be dealt with by MiNET 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 accounts@minet.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.

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

MiNET will formally resolve your complaint in writing within 14 (fourteen) 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 MiNET.

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.