

## Code of Conduct & Complaints Procedure

1. Evotel is committed to the following Key Commitments as prescribed:
  - 1.1. act in a fair, reasonable and responsible manner in all dealings with the consumer;
  - 1.2. ensure that all services and products meet the specifications as contained in their licences and all the relevant laws and regulations;
  - 1.3. not unfairly discriminate against or between consumers on the basis of race, gender, sex, age, religion, belief, disability, ethnic background or sexual orientation;
  - 1.4. display utmost courtesy and care when dealing with consumers;
  - 1.5. provide consumers with information regarding services and pricing;
  - 1.6. provide consumers with guidance in regard to their customer needs, upon request;
  - 1.7. keep consumers' personal information confidential;
  - 1.8. advise consumers to refer the complaint to the Authority.
  
2. The customer's rights include but are not limited to:
  - 2.1. a right to be provided with the required service without unfair discrimination;
  - 2.2. a right to choose the service provider of their choice;
  - 2.3. a right to receive information in the preferred language;
  - 2.4. a right to access and question records and information held by the service provider;
  - 2.5. a right to the protection of the consumers' personal data, including the right not to have personal data sold to third parties without permission by the consumer;
  - 2.6. a right to port a number in terms of applicable regulations;
  - 2.7. a right to lodge a complaint; and
  - 2.8. a right to redress.
  
3. Evotel is committed to protecting the confidentiality of consumer information, and in particular, will-
  - 3.1. use the information only for the purpose permitted or required,
  - 3.2. report or release that information only to the consumer or prospective consumer,
  - 3.3. only release that 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 licensees to accredited debt collection agencies.
    - by the Evotel's auditors for the purpose of auditing their accounts.
    - in terms of any applicable law.
  
4. In the case of any defective products provided by Evotel:
  - 4.1. Once alerted to same, Evotel will collect the defective product and assess same, following which it will either repair or replace the defective product; and
  - 4.2. Temporary measures will be put in place to ensure that the consumer remains online while Evotel takes these steps.

5. Where the consumer lodges a complaint, Evotel will:
  - 5.1. acknowledge receipt within 2 working days of receipt of the complaint;
  - 5.2. assess and provide response to the complainant within 14 working days of receipt of the complaint.
  
6. Where the consumer lodges a billing complaint, Evotel will:
  - 6.1. not disconnect the service of the consumer while the investigation of a disputed portion of a bill is still pending;
  - 6.2. reach a determination regarding the billing complaint and communicate it to the complainant within fourteen (14) working days;
  - 6.3. not disconnect the service until Evotel has notified the complainant about the results of their investigation and the final decision on the complaint;
  - 6.4. not take adverse collection procedures or assess late charges and/or penalties while the investigation of a disputed billing is still pending;
  - 6.5. not require the consumer to pay the disputed bill in full pending the investigation of the complaint;
  - 6.6. ensure that the consumer is informed well in advance about time for payment and the possibility of disconnection in the case of nonpayment within a certain period before disconnecting him/her.
  
7. In the event that the complainant is not satisfied with the Evotel's handling of the complaint, then the complainant can escalate the complaint to ICASA by following the processes noted at <https://www.icasa.org.za/pages/consumer-complaints-procedure>.

