

CODE OF CONDUCT AND SERVICE CHARTER OF CAPRICOM WIRELESS NETWORKS

CAPRICOM WIRELESS NETWORKS CC subscribes to this Code of Conduct which prescribes the minimum standard of conduct that CAPRICOM WIRELESS NETWORKS CC endeavors to follow in rendering services to its subscribers.

CAPRICOM WIRELESS NETWORKS CC has compiled this 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

CAPRICOM WIRELESS NETWORKS CC will:

- 1.1 act in a fair, reasonable and responsible manner in all its dealings with its subscribers and potential subscribers;
- 1.2 ensure that all services and products meet the specifications contained in CAPRICOM WIRELESS NETWORKS CC 's licenses and in all relevant laws and regulations;
- 1.3 not unfairly discriminate against or between its subscribers and potential subscribers 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 its subscribers;
- 1.5 provide its subscribers and potential subscribers with information regarding services and pricing;
- 1.6 upon request provide its subscribers and potential subscribers with guidance in regard to their customer needs;
- 1.7 keep its subscribers' personal information confidential; and
- 1.8 advise its subscribers to refer a complaint to the Authority, where CAPRICOM WIRELESS NETWORKS CC has failed to resolve the complaint to the satisfaction of a subscriber.

2. Consumer rights

The client's rights in terms of the services that CAPRICOM WIRELESS NETWORKS CC provides include (without limitation) the right to:

- 2.1 Be provided with the required service without unfair discrimination;
- 2.2 Receive a copy of this Code of Conduct and Service Charter in English and in 1 (one) of the other official languages as determined by CAPRICOM WIRELESS NETWORKS CC;
- 2.3 Access and question records and information held by CAPRICOM WIRELESS NETWORKS CC;
- 2.4 The protection of client's personal data, which includes the right not to have your personal data sold to third parties without permission;
- 2.6 Lodge a complaint; and
- 2.7 Redress.

3. Provision of Information

- 3.1 Information regarding the broad range of services, products and packages on offer, the tariff rates, charges and fees applicable to CAPRICOM WIRELESS NETWORKS CC's services, products and packages as well as the terms and conditions applicable to CAPRICOM WIRELESS NETWORKS CC's services, products and packages, CAPRICOM WIRELESS NETWORKS CC's privacy and confidentiality policy, CAPRICOM WIRELESS NETWORKS CC's payment policy and relevant contact details are available:
 - 3.1.1 on our homepage at <http://www.capricom.co.za>
 - 3.1.2 Under “Legal Notices” on our homepage and;
 - 3.1.3 on the application forms required to be completed in order to receive a service.
- 3.2 Our billing and complaints handling procedures are contained in this Code.
- 3.3 We will provide clients with an itemized invoice monthly and on request.
- 3.4 CAPRICOM WIRELESS NETWORKS CC is entitled to perform a financial means test each time when a client applies for a service/ product and package.

4. Minimum standards for the services offered by CAPRICOM WIRELESS NETWORKS CC

- 4.1 CAPRICOM WIRELESS NETWORKS CC will endeavor to attain a 100% success rate in meeting your request for a service.
- 4.2 CAPRICOM WIRELESS NETWORKS CC operates a dedicated customer service center for the receipt and resolution of subscriber queries and service problems. CAPRICOM WIRELESS NETWORKS CC's call center is available on 015 297 3962 / 082 785 0330 / 087 750 6506 / 082 773 6632, Monday to Friday from 08h00 to 17h00 and after hours on 083 442 8112.
- 4.3 Clients can also contact us on Facebook: CapriCom Networks on FaceBook,

5. Billing Complaints Handling Procedure

- 5.1 Clients are required to direct a billing complaint to accounts@capricom.co.za. The complaint is required to be accompanied by the following:
 - 5.1.1 A copy of the bill concerned or the particulars thereof, e.g. the account number;
 - 5.1.2 The reason for the dispute;
 - 5.1.3 The amount in dispute; and
 - 5.1.4 Supporting information or documentation, if any.
- 5.2 CAPRICOM WIRELESS NETWORKS CC will reach a determination regarding the billing complaint and communicate its decision to clients within fourteen (14) working days of receipt of the complaint.
- 5.3 Clients may approach the Authority for resolution of the dispute, should the client not be satisfied with the outcome of the dispute as determined by CAPRICOM WIRELESS NETWORKS CC.
- 5.4 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 5.2.

6. Complaints handling, resolution and escalation procedure

- 6.1 All complaints other than billing complaints must be submitted to CAPRICOM WIRELESS NETWORKS CC and will be dealt with by CAPRICOM WIRELESS NETWORKS CC in accordance with the provisions of this clause 6.
- 6.2 Clients are required to afford us an opportunity to resolve a complaint before they approach the Authority.
- 6.2 Clients are required to direct a complaint to rianda@capricom.co.za. The complaint should include the following:
 - 6.2.1 Clients name and surname;
 - 6.2.2 Account number;
 - 6.2.3 The date on which the complaint arose; and
 - 6.2.4 A brief description of what gave rise to the complaint.
- 6.3 CAPRICOM WIRELESS NETWORKS CC will acknowledge receipt of the complaint within 3 (three) working days of receipt thereof.
- 6.4 CAPRICOM WIRELESS NETWORKS CC will formally resolve the 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.
- 6.5 Clients may approach the Authority for resolution of the dispute, should they not be satisfied with the outcome of the dispute as determined by CAPRICOM WIRELESS NETWORKS CC.
- 6.6 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.