

Code of Conduct & Complaints Procedure

1. Net Nine Nine 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. Net Nine Nine 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 Net Nine Nine'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 Net Nine Nine:

- 4.1. Once alerted to same, Net Nine Nine 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 Net Nine Nine takes these steps.

5. Where the consumer lodges a complaint, Net Nine Nine 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, Net Nine Nine 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 Net Nine Nine 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 Net Nine Nine'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>.

