

NEOTEL CONSUMER CODE OF CONDUCT

ALL NEOTEL CONSUMERS HAVE THE FOLLOWING RIGHTS:

- To be provided with the required service without unfair discrimination
- To choose a service provider of their choice
- To receive information in the preferred language
- To access and question consumer account information
- To protection of personal data and not to have personal data sold to 3rd parties without permission
- To port a number
- To lodge a complaint and a right to redress:

Neotel Consumer Complaint number is 0800 333 636 / 0860 636 835.
Consumers can also dial 242 for pre-paid customers and 243 for post-paid customers from their Neotel phone.

E-mail: complaints@neotel.co.za

Neotel commits to resolve complaint within 5 working days depending on the nature of complaint.

Consumer Complaints can be escalated to ICASA:

Email: consumer@icasa.org.za

Telephone number: 011 566 3000

Fax number: 011 566 3444

Physical Address: 164 Katherine str, Sandton, Johannesburg.

Postal Address: Private Bag X10002, Sandton 2146

NEOTEL WILL ENDEAVOUR AT ALL TIMES TO:

- Act in a fair, reasonable and responsible manner in all dealings
- Ensure that all services & products meet the correct specifications contained in all relevant laws & regulations
- Not discriminate against consumers on the basis of race, gender, sex, age, religion, disability, ethnic group or sexual orientation
- Display utmost courtesy & care when dealing with consumers
- Provide consumers with information regarding services & pricing
- Provide consumers with guidance in regard to their customer needs, upon request
- Keep consumers personal information confidential
- Advise consumers to refer their unresolved complaints to ICASA

Liquid Telecom Offices

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