

LETABA NETWORKS, CODE OF CONDUCT AND SERVICE CHARTER

LETABA NETWORKS (PTY) LTD, 2022/848248/07 (hereinafter referred to as “Letaba Networks”) 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.

Letaba Networks subscribes to this Code of Conduct, which prescribes the minimum standard of conduct that Letaba Networks endeavours to follow in rendering services to its subscribers.

1. Key Commitments

Letaba Networks will:

1. Act in a fair, reasonable, and responsible manner in all its dealings with its subscribers and potential subscribers.
2. Ensure that all services and products meet the specifications contained in Letaba Networks' licenses and in all relevant laws and regulations.
3. Not unfairly discriminate against or between its subscribers and potential subscribers based on race, gender, sex, age, religion, belief, disability, ethnic background, or sexual orientation.
4. Display utmost courtesy and care when dealing with its subscribers.
5. Provide its subscribers and potential subscribers with information regarding services and pricing.
6. Upon request, provide its subscribers and potential subscribers with guidance regarding their customer needs.
7. Keep its subscribers' personal information confidential.
8. Advise its subscribers to refer a complaint to the Authority, where Letaba Networks 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 Letaba Networks provides include (without limitation) the right to:

- Lodge a complaint; and
- Expect redress where necessary;
- Be provided with the required service without unfair discrimination;
- Receive a copy of this Code of Conduct and Service Charter in English;
- Access and question the respective client's records and information held by Letaba Networks;
- The protection of client's personal data, which includes the right not to sell or provide the client's personal data to third parties without the client's express written permission.

3. Provision of Information

Information regarding the broad range of services, products, and packages on offer, the tariff rates, charges, and fees applicable to Letaba Networks' services, products, and packages as well as the terms and conditions applicable to Letaba Networks' services, products, and packages, Letaba Networks' privacy and confidentiality policy, Letaba Networks' payment policy, and relevant contact details are available:

- on Letaba Networks' homepage at <http://www.letaba.net>;
- under "Legal Information" on Letaba Networks' homepage; and
- on the Letaba Networks application forms required to receive a service.

Letaba Networks' billing and complaints handling procedures are contained in this Code.

Letaba Networks will provide clients with an itemized invoice monthly on request.

Letaba Networks is entitled to perform a financial means test each time when a client applies for a service/product and/or package.

4. Billing Complaints Handling Procedure

Clients are required to direct a billing complaint to accounts@letaba.net. 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.

Letaba Networks will resolve the billing complaint and communicate its decision to clients within fourteen (14) working days of receipt of the complaint.

Clients may approach the Authority for the resolution of the dispute, should the client not be satisfied with the outcome of the dispute as determined by Letaba Networks.

The dispute will be referred to the Complaints and Compliance Committee of the Authority in terms of section 17 (H) of the ICASA Act if the dispute is not resolved by the Authority itself as contemplated in clause 5.2.

5. Minimum Standards for the Services Offered by Letaba Networks

Letaba Networks will endeavour to attain a 100% success rate in meeting your request for service.

Letaba Networks operates a dedicated customer service centre for the receipt and resolution of subscriber queries and service problems.

Letaba Networks' call centre is available on 086 101 7488, 7 days a week, 365 days a year from 07h00 to 21h00.

Customers may also contact Letaba Networks via social media portals such as WhatsApp Business (086 101 7488), Telegram, our Facebook page, and Twitter, 7 days a week, 365 days a year from 07h00 to 21h00 (or by email at support@letaba.net)

6. Handling, Resolution, and Escalation Procedures for Other Complaints than Billing Complaints

All complaints other than billing complaints must be submitted to Letaba Networks and will be dealt with by Letaba Networks in accordance with the provisions of this clause 6.

Clients are required to afford Letaba Networks an opportunity to resolve a complaint before they approach the Authority.

Clients are required to direct a complaint to complaints@letaba.net. The complaint should include the following:

- Company name and/or Client name and surname;
- Account number;
- The date on which the complaint arose; and
- A brief description of what gave rise to the complaint.

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Letaba Networks will acknowledge receipt of the complaint within 3 (three) working days of receipt thereof.

Letaba Networks will formally resolve the complaint in writing within 14 (fourteen) working days of receipt thereof, or within such longer period as the parties 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.

Clients may approach the Authority for the resolution of the dispute, should they not be satisfied with the outcome of the dispute as determined by Letaba Networks.

The dispute will be referred to the Complaints and Compliance Committee of the Authority in terms of section 17 (H) of the ICASA Act if the dispute is not resolved by the Authority itself as contemplated in clause 6.5.