

MyWiFi ISP (Pty) Ltd

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MyWiFi ISP

Easy Affordable Internet

ICASA LICENSE NO:

[0217/RE/CECNS/JUN/2021], [0217/RE/CECS/JUN/2021]

CODE OF CONDUCT

1. Definitions

In these regulations, any word or expression to which a meaning has been assigned in the Electronic Communications Act, 2005 (Act No. 36 of 2005) will have the meaning so assigned. Unless the context indicates otherwise:

- *Act*: The Electronic Communications Act 2005 (No. 36 of 2005)
- *Authority*: The Independent Communications Authority of South Africa (ICASA), as established by Section 3 of the Independent Communications Authority of South Africa Act 2000 (No. 13 of 2000), as amended.
- *Code of Conduct*: A code of practice or similar document intended to safeguard or promote the interests of consumers by regulating the conduct of persons engaged in the supply of goods or services to consumers.
- *Consumer*: A natural person (excluding a juristic person) who uses or receives services or products for their own use, as defined under the Electronic Communications Act.
- *ICASA Act*: The Independent Communications Authority of South Africa Act 2000 (No. 13 of 2000).
- *Service Provider*: A juristic person selling electronic communications services and/or products to consumers.
- *A network operator*. A juristic person purchasing network services from a network operator to resell to consumers.
- *National Credit Act*: The National Credit Act, No. 34 of 2005.

2. Key Commitments

MyWifi ISP commits to:

- Act in a fair, reasonable, and responsible manner in all dealings with consumers.
- Ensure that all services and products meet the specifications outlined in their licenses and relevant laws and regulations.
- Not unfairly discriminate against consumers based on race, gender, age, religion, belief, disability, ethnic background, or sexual orientation.
- Display utmost courtesy and care when interacting with consumers.
- Provide consumers with relevant information regarding services and pricing, and guidance regarding their customer needs upon request.
- Keep consumers' personal information confidential.
- Advise consumers to refer complaints to the Authority (ICASA).

3. Consumer Rights

MyWifi ISP will inform consumers of their rights, which include, but are not limited to:

- The right to be provided services without unfair discrimination.
- The right to choose their service provider.
- The right to receive information in their preferred language.
- The right to access and question records and information held by the service provider.
- The right to the protection of personal data, including the right not to have data sold to third parties without permission.
- The right to port a number according to applicable regulations.
- The right to lodge a complaint.
- The right to redress.

4. Provision of Information

- MyWifi ISP is committed to providing consumers with information on services, tariff rates, terms and conditions, payment policies, billing procedures, complaints handling, and contact details.
- This information will be clear, accurate, accessible, and understandable.

5. Tariffs

MyWifi ISP undertakes to:

- Publish information on applicable tariffs, fees, and terms for services.
- Not provide services for a charge unless the prices and terms are disclosed to the public and the Authority.
- Make tariff information available for inspection during business hours.
- Provide tariff details on their website or upon request.
- Ensure no tariff plan is misleading in its presentation.

6. Contract Terms and Conditions

MyWifi ISP will adhere to the following principles in service contracts:

- Use plain, understandable language.
- Clearly outline contract provisions, including:
 - Nature of the contract.
 - Minimum contract duration.
 - Early termination conditions (fees).
 - Notice period for termination and termination method.
- Inform consumers of changes to contract terms in a fair and reasonable period.
- Provide a copy of written terms and conditions immediately after contract conclusion or within 7 days for telephonic contracts.

7. Consumer Confidentiality

MyWifi ISP will protect consumer information, using it only for permitted or required purposes and only releasing it to:

- The consumer or prospective consumer.
- Upon written instruction by the consumer or by court order.
- Debt collection agencies, auditors, or as required by law.

8. Charging, Billing, Collection, and Credit Practices

MyWifi ISP will:

- Clearly communicate billing processes.
- Provide payment instructions in billing statements.
- Inform consumers about credit referencing or risk assessments for post-paid billing.
- Explain how the credit referencing system operates when applicable.

9. Billing Complaints Handling

When a billing complaint is lodged, MyWifi ISP will adhere to these principles:

- Not disconnect services while investigating a disputed bill.
- Reach a determination regarding the billing complaint within 14 working days and communicate this decision to the complainant.
- Not apply late charges or penalties while the dispute is being investigated.
- Ensure the consumer is well-informed about payment deadlines and the potential for disconnection due to non-payment.

10. Promotional Marketing, Advertising, and Sales Practices

MyWifi ISP will:

- Ensure all advertising and promotional materials are clear and not misleading.
- Comply with the South African Advertising Standards Authority's Code of Conduct and other relevant sector-specific codes.

11. Complaints Handling Procedures

- MyWifi ISP will provide clear procedures for handling, resolving, and escalating complaints.
- Consumers will be informed of their option to refer complaints to the Authority (ICASA).