

WHAT IS THE CELL C CODE OF CONDUCT?

A SET OF COMMITMENTS WHICH CELL C WILL ENDEAVOUR TO HONOUR, AS WELL AS YOUR RIGHTS AS A CONSUMER.



CELL C COMMITS TO

- Act in a professional, non-discriminatory and fair manner at all times.
- Make available pricing of services and products as specified.
- Guide you and your communication needs and will keep your information confidential.
- Refer you to ICASA on your unresolved complaints.

INFORMING YOU OF YOUR RIGHTS

- To be provided with services on a non-discriminatory basis and information in a preferred language.
- To choose a service provider of your choice and query your information held by the service provider.
- For your information to be kept confidential unless indicated otherwise.
- To choose to port your number.
- The right to redress.
- The right to lodge a complaint to ICASA.

CUSTOMER CARE AND OTHER SERVICES

To report a complaint:

Call **135** free from a Cell C mobile phone,

084 135 from any other network or send us an email on custserv@cellc.co.za

If your complaint is unresolved, you may address the complaint to ICASA on consumer@icasa.org.za or call **ICASA** on **012 568 3000**.

Other services:

Directory Enquiries: **Call 146**

Emergency Services: **Call 112**

WAT IS CELL C SE GEDRAGSKODE?

DIT IS ONS BELOFTES WAT CELL C SAL NASTREEF OM GESTAND TE DOEN, SAAM MET U REGTE AS VERBRUIKER.



CELL C VERBIND HULSELF OM

- Ten alle tye op 'n professionele, nie-diskriminerende en regverdigde manier op te tree.
- Prysberkening van gespesifiseerde dienste en produkte beskikbaar te stel.
- Advies te verskaf met betrekking tot jou kommunikasiehoeftes en om jou inligting vertroulik te bewaar.
- U na ICASA te verwys vir onopgeloste klagtes.

OM JOU IN KENNIS TE STEL OMTRENT JOU REG

- Op 'n nie-diskriminerende manier voorsien te word van dienste en inligting in die taal van u keuse.
- Om 'n diensverskaffer van jou keuse te kan kies en om inligting wat deur die diensverskaffer gehou word te ondersoek.
- Dat u inligting vertroulik gehou sal word tensy u die teenoorgestelde aandui.
- Om te kies om u nommer oor te dra.
- Die reg tot regstelling.
- Die reg om 'n klagte by ICASA aanhangig te maak.

KLIËNTESORG EN ANDER DIENSTE

Hoe om 'n klagte in te dien:

Skakel 135 gratis vanaf 'n Cell C nommer,

084 135 vanaf enige ander netwerknommer of stuur 'n e-pos na custserv@cellc.co.za

Indien jou klagte onopgelos bly, kan u die klagte rig aan ICASA by

consumer@icasa.org.za of u kan **ICASA** skakel by **012 568 3000**.

Ander dienste:

Navrae: **Skakel 146**

Nooddienste: **Skakel 112**