

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**

YINTONI UMGAQO WOKUZIPHATHA WAKWA CELL C?

ZIZIQLATHO ZOKUZINIKELA NALAPHO
UCELL C EZA KWENZA KONKE
OKUSEMANDLENI UKUHLONIPHA
WENA NDAWONYE NAMALUNGELO
AKHO NJE NGOMTHENGI



U-CELL C UZINIKELA EKUBENI

- Aziphathe ngendlela echubekileyo, engenamkhethe nenyulu ngamaxasha onke.
- Anikeze amaxabiso eenkonzo nemveliso nje ngoko kuchaziwe.
- AKunike isikhokhelo kwiim uno zakho zezonxibelelwano agcine iinkcukacha zakho ziyimfhlo.
- Akuthumele kwi ICASA xa kukho izikhalazo zakho ezingasonjululwanga.

UKUKWAZISA NGAMALUNGELO AKHO

- Ukubonelelwa ngeenkonzo ezingasekelezwanga kucalucalulo neenkcukacha ngolwimi oluva wena.
- Ukuzikhethela umboneleli ngeenkonzo othandwa nguwe uphonononge neenkcukacha zakho ezikuloomboneleli ngeenkonzo xa ungaqini umnqwazi.
- Iinkcukacha zakho zigcinwe ziyimfhlo xa kungekho zwi lichasa oko.
- Uzikhethela ukuguqkela komnye umboneleli nkonzo nenombolo yakho.
- Ilungelo lokoneka ukungoneliseki
- ilungelo loku anaka isikhalazo kwi ICASA.

UKUNAKEKELWA KOMTHENGI NEZINYE IINKONZO

Ukuzisa ngaphambili izikhalazo:

Tsalela umnxba simahla kwi phone ka Cell K **ku-135**

Tsalela umnxba ku **084 135** xa usebenzisa enye i network okanye uthumele i email ku **custserv@cellc.co.za**

Xa isikhalazo sakho singasonjululwanga, ungasithumela isikhalazo sakho kwi ICASA ku **consumer@icasa.org.za**

Okanye utsalele umnxeba **i-ICASA** ku **012 568 3000**.

Ezinye iinkonzo

Apho ungabuza khona: Tsalela umnxeba ku **146**

Iinkonzo zoncedo olukhawulezileyo: Tsalela umnxeba ku **112**