

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**

UTHINI OMGOMO WOKUZIPHATHA WAKWA-CELL C?

UHLA LWEZIBOPHO ABAKWA-CELL C ABAZIMISELE UKUZIGCINA KUWENA, NAKUMALUNGELO AKHO NJEGEKHASIMENDE



U-CELL C UZIBOPHEZELA UKUTHI

- Uzosebenza ngendlela esezingeni eliphakeme, nagphandle kokubandlulula nokukhetha uhlangothi ngaso sonke isikhathi.
- Uzokwenza uhla lwamanani atholakalayo emisebenzi ewusizo nemikhiqizo, njengoba kubaluliwe.
- Uzokuhula mayelana nezidingo zakho zokuxhumana, agcine imininingwane yakho iyimfho.
- Uzokweluleka ukuba uxhumane ne-ICASA mayelana nexikhalo zakho ezingaxazululiwe.

SIKWAZISA NGAMALUNGELO AKHO

- Okuhlinzekwa ngemisebenzi ewusizo, ngaphandle kokubandlululwa, nokuhola ulwazi oluzokwethulwa ngolimi olukethwa nguwena.
- Ukukhetha abahlinzeki bosizo obathandayo, sibuye siphenye ngolwazi oluqondene nawe olugcinwe yilabobahlinzeki bosizo.
- Ilungelo lokuthi ulwazi nemininingwane ephathelene nawe kugcinwe kuyimfho, ngaphan dle-ke uma kugunyaziwe ukuthi ludalulwe.
- Ilungelo lokuzikhethela ukuphatha (port) inombolo yakho.
- Ilungelo lokuthola ubulungiswa.
- Ilungelo loku aka isikhalo ku-ICASA

UKUNAKEKELWA KWAMAKHASIMENDE NEMINYE IMISENENZI

Ukubika ngesikhalo:

Shayela ku 135 mahhala ngoma khala ekhukhwini wakwa Cell C

Ushayele **ku 084 135** uma ushaya nganoma iyiphi enye i-network, noma sithumele i email ku **custserv@cellc.co.za**

Uma isikhalo sakho singaxazululwa, uyakwazi ukusedlulisela ku **ICASA** ekhelini elithi **consumer@icasa.org.za** noma **ushayele i-ICASA** ku **012 568 3000**.

Eminye imisebenzi:

Ngemibuzo emayelana nezincazelo: **Shayela ku 146**

Ngemisebenzi ephuthumayo: **Shayela ku 112**