

SCANRF PROJECTS (PTY) LTD
CODE OF CONDUCT AND COMPLAINTS PROCEDURES

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CODE OF CONDUCT

Introduction

1. In order to provide electronic communications services to its subscribers, ScanRF Projects (Pty) Ltd (“ScanRF”) holds licences issued by the Independent Communications Authority of South Africa (ICASA).
2. ICASA requires that all licence-holders comply with, *inter alia*, the:
 - 2.1. ICASA Code of Conduct Regulations 2008, which sets out minimum standards of conduct when providing services to subscribers or dealing with potential subscribers; and

- 2.2. ICASA End-User and Subscriber Service Charter Regulations 2009, which sets out minimum quality of service standards applicable to services provided to subscribers and potential subscribers.
3. ScanRF has developed a Code of Conduct and Service Charter in line with these Regulations and will strive to follow this in its interactions with its Consumers.
4. The ICASA Code of Conduct Regulations 2008 are available [here](#).
5. The ICASA End-user and Subscriber Service Charter Regulations are available [here](#).

Definitions

6. **“Business Day”** means any day other than a Saturday or Sunday or a public holiday observed as such in the Republic of South Africa.
7. **“Business Hours”** means 08h30–17h00 on Business Days.
8. **“Customer”** means a subscriber or potential subscriber of ScanRF.

Key Commitments

9. ScanRF makes the following key commitments and will endeavour to:
 - 9.1. Act in a fair, reasonable and responsible manner in all dealings with Customers;
 - 9.2. Ensure that all its services and products meet the specifications as contained in ScanRF’s licences and all the relevant laws and regulations;
 - 9.3. Not unfairly discriminate against or between Customers on the basis of race, gender, sex, age, religion, belief, disability, ethnic background or sexual orientation;
 - 9.4. Display utmost courtesy and care when dealing with Customers;
 - 9.5. Provide Customers with information regarding services and pricing;
 - 9.6. Where requested to do, so provide Customers with guidance with regard to their service needs; and
 - 9.7. Keep the personal information of Customers confidential unless ScanRF is:
 - In possession of written authorisation from the Customer to do so;
 - Required to release such information for the purpose of briefing ScanRF’s auditors, professional advisors or an accredited debt collection agency; and/or
 - Otherwise authorised or required by any law or an order of Court;
10. Customers have the right to refer Complaints to ICASA as more fully set out in the Complaints Procedure.

Consumer Rights

11. The ICASA Code of Conduct Regulations 2008 stipulate the following (non-exhaustive) list of consumer rights held by Consumers:
 - 11.1. A right to be provided with the required service without unfair discrimination;
 - 11.2. A right to choose the service provider of the Customer’s choice;
 - 11.3. A right to receive information in the Customer’s preferred language (ScanRF will do its best to meet this request where reasonable);