

CODE OF CONDUCT

- We will remain committed to acting fairly and responsibly, and we will treat you with courtesy and respect.
- We will aim to resolve your complaint within 14 working days.
- We will provide you with accurate information regarding relevant products, servicing, and pricing.
- We will treat your information with upmost confidentiality.
- We will not discriminate against you.
- We will provide guidance to assist you in meeting your needs and making informed decisions.
- We will ensure that our products and services meet's specifications as contained in relevant laws and regulations.

KNOW YOUR RIGHTS

- Enquiries or Complaints
 - If you are not satisfied with the services received, kindly request to speak to the owner.
- Unresolved Enquiries or Complaints
 - If you are not satisfied with the assistance or resolution provided by the owner, kindly contact ZTEL Customer Hotline 041-457 1719. You will then be sent a reference number.
 - If your matter is not been resolved, you can then refer the matter to the Independent Communications Authority of SA (ICASA)
 - You have the right to lodge disputed complaints with ICASA's Consumer Protection Department at: Telephone: (011) 566 3000, Facsimile: (011) 448 1870 or Email: consumer@icasa.org.za
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ZTEL is an authorized electronic communications provider accredited by the ISP Council and ICASA. For more information please visit www.ztel.co.za, ISPC compliance number: ZTE09138713 www.ispc.co.za. ICASA License No. 0509/CENS/SEP/2014

