



Consumer Code of Conduct

In accordance with the Electronic Communications Act of 2005 and subsequent regulations, ZTEL informs its customers they are entitled to the following rights:

- To be provided with the required service without unfair discrimination
- To receive information in their preferred language
- To access and question consumer account information
- To protection of personal data and not to have personal data sold to third parties without permission
- To port a number
- To lodge a complaint (details below) and a right to redress ZTEL endeavours at all times to:
- Act in a fair, reasonable and responsible manner in all dealings
- Ensure that services & products meet the correct specifications contained in all the relevant laws and regulations
- Not discriminate against consumers
- Display utmost courtesy and care when dealing with consumers
- Provide consumers with information regarding services and pricing
- Provide consumers with guidance in regard to their customer needs, upon request
- Keep consumers personal information confidential
- Advise consumers to refer their unresolved complaints to ICASA
- We will remain committed to acting fairly and responsibly, and we will treat you with courtesy and respect.
- We will provide you with accurate information regarding relevant products, servicing, and pricing.
- We will treat your information with upmost confidentiality.
- 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

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 041457 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)

Complaints:



ZTEL

Tel: 041 457 1719

Email: complaints@ztel.co.za

Address: 55A Newton St, Newton Park,
PE



ICASA

Tel: 011 566 3000

Email: complaints@icasa.org.za

Address: 1 Scott Street 164 Katherine
Street Waverley Sandton JHB

ZTEL endeavours to address all complaints within 7 working days where possible.

Company Reg: 2015/215212/07

ICASA CECS Licence No:
0905/CECS/AUG/2017
ICASA CECNS Licence No:
0509/CENS/SEP/2014
ISPC compliance number: ZTE091-38713
For more information please visit
www.ztel.co.za

Eastern Cape

55A Newton St, Newton Park, PE.
Tel: 041 457 1719
Email: tech@ztel.co.za
Regional Manager:
Adam: 061 943 0573

Kwa-Zulu Natal

430 Peter Mokaba Ridge, Berea, Durban
041 457 1719
Email: durban@ztel.co.za
Regional Manager:
Mariya: 061 533 7814

Western Cape

Tel: 041 457 1719
Email: george@ztel.co.za
Regional Manager:
Mujahid: 067 033 5620