

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 ngamaxesha onke.
- Anikeze amaxabiso eenkonzo nemveliso nje ngoko kuchaziwe.
- AKunike isikhokhelo kwiimfuno zakho zezonxibelelwano agcine iinkcukacha zakho ziyimfihlo.
- 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 ziyimfihlo xa kungekho zwi lichasa oko.
- Uzikhethela ukuguqumela komnye umboneleli nkonzo nenombolo yakho.
- Ilungelo lokoneka ukungoneliseki
- ilungelo lokufanaka isikhalazo kwi ICASA.

UKUNAKEKELWA KOMTHENGI NEZINYE IINKONZO

Ukuzisa ngaphambili izikhalazo:

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

Tsalela umnxeba 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 zoncendo olukhawulezileyo: Tsalela umnxeba ku **112**