



END USER AND SUBSCRIBER SERVICE CHARTER REGULATIONS

1. Introduction

1.1 ICASA published regulations ensuring that all licensees provide customers with enough information in order to make informed decisions, providing for efficient and effective resolution of complaints by customers, prescribed minimum quality of service standards for the provision of services and should the customer be entitled to it, redress. Below is Cell C's plain language and customer friendly version of the regulations as required in terms of regulation 7.

2. Provision of information to customers

2.1 Cell C and its agents must provide the customer, before the customer signs the agreement, with the relevant contract terms and conditions and Cell C's complaints procedure.

3. Promotions

3.1 When Cell C has a promotion, it has to provide to the customer the terms and conditions of the promotion, who may take part in the promotion, any fair usage policies, duration of the promotion, the obligations of the customer when the promotion ends and all money that the customer needs to pay with regards to the promotion.

4. International Roaming

4.1 Cell C must send a welcome message to a customer who roams internationally via SMS, or other agreed method and provide the customer with following information:

- 4.1.1 Service care contact details;
- 4.1.2 Voicemail retrieval number and applicable rates;
- 4.1.3 Roaming networks available;
- 4.1.4 Charges which apply to incoming and outgoing voice, SMS and data services; and Summary of the terms and conditions for roaming.

4.2 Cell C must also make sure that all of the terms and conditions, including deposits, credit limits and tariffs are sent to the customer when they activate international roaming and also make it available on their website.

5. Billing

5.1 Itemised billing

5.1.1 Cell C must provide a detailed itemised bill to its post-paid customers should they request it. Cell C must furthermore make online systems available to customers to access and retrieve their electronic statements containing their itemised bills. Cell C is entitled to charge a cost for the provision of the itemised bill.



5.1.2 The itemised bill should contain the following information:

- 5.1.2.1 Bundles calls, SMS and data;
- 5.1.2.2 Calls and SMS' which incur a charge;
- 5.1.2.3 Out of bundle data specifying the charge;
- 5.1.2.4 Any additional charges, and
- 5.1.2.5 The billing period.

6. Provision of Pre-paid Usage Report

6.1 Cell C must provide to a pre-paid customer, within 14 days of the request, and after the validity of the customer has been confirmed, with a usage report, either by email or post. Cell C is entitled to recover its cost from the pre-paid customer to provide the report. Before Cell C charges a customer for it, Cell C must confirm with the customer the applicable out of bundle rates and their subscription to third party services.

7. Service Upgrades

7.1 Cell C must inform its customers via SMS and its website 7 days before and a day before planned service interruptions which may happen due to service or system upgrades.

8. Complaints

8.1 A customer must lodge a complaint with Cell C first, and may only lodge a complaint with ICASA if they dispute the outcome of the resolution, or where Cell C has not responded or has failed to respond adequately to the customer's complaint.

8.1.2 Cell C must make available and make public the point where complaints must be lodged by a customer. Cell C must make our complaints handling procedure available on:

- 8.1.2.1 Our website;
- 8.1.2.2 Display boards at Cell C stores;
- 8.1.2.3 On post-paid customers' invoices; and
- 8.1.2.4 Alternative platforms available to prepaid customers.

8.2 Cell C must acknowledge receipt of a complaint within 48 hours, allocate a reference number to the complaint, and inform the customer via phone call, SMS or email what it is.

If a customer has paid for a service, but hasn't received it, it is entitled to a rebate of the days of lost service which is prorated against customer's subscription.

9. Impossibility of performance

9.1 In the event that something happens which is out of Cell C's control for a period of more than two hours, Cell C must issue a notice to affected customers and indicate the time frame in which the service should be expected to be restored.