

MAXINET COMPLAINTS PROCEDURE

INTRODUCTION

We are committed to providing professional and quality services to all our clients. When something goes wrong, we need you to tell us about it so that we can take the appropriate action to remedy the service or improve our standards.

In order to deal with complaints effectively and efficiently, we prefer that all complaints should be in writing, addressed to the Complaints Officer. Please ensure that you state the main issue of your complaint very clearly and provide important information like your account number, address and contact details.

Telephone and verbal complaints will be entered into the complaints system, but wherever possible, should be confirmed in writing.

HOW TO LODGE A COMPLAINT:

There are 3 easy ways to lodge a complaint:

By Phone

Call us on our Customer Care number and ask to be transferred to the **Complaints Officer**.

Local No: 028-3132596

National No: 086-1234 777

By Post

You're welcome to send a letter to: The Complaints Officer, **MAXINET** Communications, PO Box 1437, Hermanus, 7200.

By e-mail

Send an email directly to complaints@maxinet.co.za, or click below to submit a complaint online.

PROCESS FOR COMPLAINT HANDLING

Once we've received a complaint via one of these channels, they will be dealt with in the following manner:

1. We'll send an acknowledgement of receipt of the complaint and allocate a reference number to it within three (3) days.
2. The complaint will be investigated and appropriate feedback will be given via telephone, e-mail, mail or SMS.
3. A resolution to the matter will be offered within 14 days after receiving a complaint.

If a complaint is not resolved to your satisfaction, it may be escalated to The Independent Communications Authority of South Africa (ICASA): www.icasa.org.za.