

## **MAXINET CONSUMER CODE OF CONDUCT**

Maxinet adopts this code of conduct to ensure fair practice and to serve as benchmark service standard in dealings with individual consumers.

### **Key Commitments**

We undertake to:

- a) Act in a fair, reasonable and responsible manner in all dealings with consumers;
- b) Ensure that all services and products meet the specifications as contained in their licences and all the relevant laws and regulations;
- c) Not unfairly discriminate against or between consumers on the basis of race, gender, sex, age, religion, belief, disability, ethnic background or sexual orientation;
- d) Display utmost courtesy and care when dealing with consumers;
- e) Provide consumers with information regarding services and pricing;
- f) Where requested, provide consumers with guidance with regard to their customer needs;
- g) Keep consumer's personal information confidential; and
- h) Advise consumers of their right to refer complaints to ICASA."

### **Consumer Rights**

In terms of the services we provide, we acknowledge the following consumer rights:

- a) A right to be provided with the required service without unfair discrimination;
- b) A right to choose the service provider of their choice;
- c) A right to receive information in their preferred language;
- d) A right to access and question records and information held by the service provider;
- e) A right to the protection of the consumer's personal data, including the right not to have personal data sold to third parties without the permission of the consumer;
- f) A right to port a number in terms of applicable regulations;
- g) A right to lodge a complaint; and
- h) A right to redress.