

## SERVICE CHARTER AND CODE OF CONDUCT : KEY COMMITMENTS

Huge Telecom is committed to:

- ✓ Acting in a fair, reasonable and responsible manner in all dealings with the customer;
- ✓ Displaying the utmost courtesy and care when dealing with customers;
- ✓ Not unfairly discriminating against or show undue preference to customers or categories of customers on the basis of race, gender, sex, age, religion, belief, disability, ethnic background or sexual orientation in the provisioning of services;
- ✓ Providing accurate information regarding our services and tariff packages to all subscribers and potential customers;
- ✓ Providing guidance upon request to customers with regard to their customer needs;
- ✓ Ensuring that all services and products meet the specifications in terms of our licence and relevant laws and regulations;
- ✓ Expeditiously resolving any valid customer complaint by means of an efficient and effective complaints handling procedures (set out below), failing which we shall advise customers about remedies at ICASA;
- ✓ Respecting the privacy of customers and ensure that all customer information obtained is:
  - used for the purpose permitted or required in terms of Huge Telecom's service delivery;
  - released to the customer only;
  - not disclosed to third parties without the written consent of the customer;
  - disclosed as directed by an order of Court;
  - disclosed during the process of debt collection and/or credit bureau listing;
  - disclosed for the purpose of auditing of company accounts by Huge Telecom's auditors; or
  - disclosed as required by law.

- ✓ In addition to our key commitments, Huge Telecom will:
- Provide efficient and effective customer care services;
  - Provide accurate information that is readily accessible and understandable to customers, particularly by using plain language in service contracts;
  - Provide customers with free access to the terms and conditions or upon request a copy of the written terms and conditions of service contracts immediately or as soon as reasonably possible after conclusion of a contract, except where a contract is entered into telephonically, Huge Telecom will provide a written copy to the customer within seven (7) working days after entering into a contract;
  - Inform customers about changes to terms and conditions within a fair and reasonable period;
  - Inform customers of their rights, remedies and obligations;
  - Clearly communicate the charging, billing, collection and credit processes involved for particular services when requested by the customer to do so;
  - Inform prospective customers at the outset about the details of credit referencing, where applicable, which must comply with the relevant legislation, including the National Credit Act 34 of 2005;
  - Publish payment procedures on customer bills;
  - Ensure that advertising material, including in particular, product information is not misleading and comply with the Code of Conduct published by the South African Advertising Standards Authority and other applicable Codes;
  - Ensure that our staff is adequately trained and familiar with the contents of the Code;
  - Display a copy of our "Key Commitments" included in the Code at our offices and a copy of the Code on our website at [www.hugetelecom.co.za](http://www.hugetelecom.co.za);
  - Make available a printed copy of the Code to customers in English and in at least one other official language;
  - Provide a copy of the Code to the customer in the requested official language upon request;
  - Ensure that the terms and conditions of our service contracts include the following provisions: the nature of the contract, minimum duration of the contract, notice period, as well as manner of notice of termination;

- Use our best endeavours to provide all customers with services that comply with the following quality of service measurements:
  - Service availability for 95%<sup>1</sup>, subject to performance and availability of network services provided by other licencees;
  - Connectivity failure rate not exceeding 3%<sup>2</sup>, subject to performance of network services provided by other licencees;
  - Meet qualifying, reasonable and feasible requests for service activation by end-user and subscribers within seven (7) days;
  - Meet qualifying, reasonable and feasible requests for service installation and activation by end-user and subscribers within thirty (30) days;
  - Clear faults reported within three (3) days;
  
- ✓ If we are unable to meet the above installation and/or activation targets, we undertake to notify you with reasons within seven (7) days of receipt of your request.
  
- ✓ Please feel free to download our complete Services Charter and Code of Conduct at [www.hugetelecom.co.za](http://www.hugetelecom.co.za) or contact our Customer Care Department on [customer@hugetelecom.co.za](mailto:customer@hugetelecom.co.za).

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<sup>1</sup> Average availability within area of coverage measured over a period of six months

<sup>2</sup> Averaged over six months