

# Consumer Code of Conduct



Be heard

In accordance with the Electronic Communications Act of 2005 and subsequent regulations, Vox Telecom informs its customers they are entitled to the following rights:

- To be provided with the required service without unfair discrimination
- To choose a service provider of their choice
- To receive information in their preferred language
- To access and question consumer account information
- To protection of personal data and not to have personal data sold to third parties without permission
- To port a number
- To lodge a complaint (details below) and a right to redress

Vox Telecom endeavours at all times to:

- Act in a fair, reasonable and responsible manner in all dealings
- Ensure that services & products meet the correct specifications contained in all the relevant laws and regulations
- Not discriminate against consumers on the basis of race, gender, sex, age, religion, disability, ethnic group or sexual orientation
- Display utmost courtesy and care when dealing with consumers
- Provide consumers with information regarding services and pricing
- Provide consumers with guidance in regard to their customer needs, upon request
- Keep consumers personal information confidential
- Advise consumers to refer their unresolved complaints to ICASA

**Complaints:**

**Phone:**

**Email:**

**Address:**

Vox Telecom

087 805 0500

complaints@voxtelecom.co.za

1 Scott Street

Waverley

JHB

ICASA

011 566 3000

complaints@icasa.org.za

164 Katherine Street

Sandton

JHB

Vox Telecom endeavours to address all complaints within 5 working days where possible.