

EdelNet Code of Conduct

The service principles EdelNet applies when dealing with customers.

Review before publication

EdelNet should confirm its current ICASA and industry-association obligations before publishing this editable draft.

Our commitments

- Act fairly, reasonably and responsibly in dealings with customers.
- Provide services and products in accordance with applicable licences, laws and regulations.
- Not unfairly discriminate between customers.
- Treat customers with courtesy, care and respect.
- Provide clear information about available services, pricing and material conditions.
- Offer reasonable guidance where customers request help choosing an appropriate service.
- Protect customer personal information in accordance with applicable privacy law.
- Explain the available complaints and escalation process.

Customer responsibilities

- Provide accurate account and contact information.
- Use services lawfully and in accordance with the applicable terms.
- Treat EdelNet staff and contractors respectfully.
- Report faults with enough information for reasonable investigation.

Questions or complaints

Contact EdelNet at complaints@edelnet.co.za if you believe this Code has not been followed.