

Complaints and billing disputes

How to lodge a complaint and what information EdelNet needs to investigate it.

Confirm current timeframes

The original EdelNet page referred to specific response periods and escalation organisations. EdelNet must verify that those timeframes, memberships and contact routes remain current before this version is published.

How to lodge a complaint

1. Email complaints@edelnet.co.za with the subject “Complaint” or “Billing dispute”.
2. Include the account holder’s name, service address, account number if available and preferred contact details.
3. Describe what happened, relevant dates, prior support references and the outcome you want.
4. Attach supporting invoices, screenshots or correspondence where relevant.

What happens next

- EdelNet will acknowledge or make contact within the period stated in its current complaints policy.
- The matter will be investigated and a response or progress update supplied.
- Billing disputes should identify the exact invoice and amount disputed.
- Undisputed amounts remain payable unless EdelNet confirms otherwise in writing.

Escalation

If the matter cannot be resolved internally, EdelNet will advise the customer of the appropriate current industry or regulatory escalation channel, together with any reference number and documents needed.

Complaint record

- Date submitted
- EdelNet reference number
- Person handling the matter
- Agreed next action and target date
- Final outcome