

EdelNet Consumer Rights

A concise statement of important customer rights when using EdelNet services.

Legal review

This customer-facing summary must be checked against EdelNet's current licence conditions, terms, POPIA documents and applicable South African consumer law before publication.

Customers have the right to

- Receive services without unfair discrimination.
- Choose a service provider, subject to availability and applicable terms.
- Receive clear information about services, pricing and important conditions.
- Request access to and correction of personal information held by EdelNet, subject to applicable law.
- Have personal information protected and not unlawfully sold or disclosed.
- Lodge a service or billing complaint and receive a reasoned response.
- Seek appropriate redress and use available escalation channels.
- Port an eligible telephone number where applicable regulations allow.

How to exercise these rights

Contact EdelNet using the published support or complaints channels. Include your account details, the issue, relevant dates and the outcome you are requesting.

Privacy requests

Privacy and personal-information requests should be handled through EdelNet's published POPIA and PAIA process.