

This Code of Practice was agreed upon by Telkom and the Independent Communications Authority of South Africa (ICASA) when Telkom was awarded the licence for the exclusive provision of fixed line telecommunications infrastructure in 1997.

The Code of Practice reflects Telkom's commitment to every one of its valued customers. Telkom is continually working to delight customers through good quality of service and greater customer satisfaction. With combined abilities, customer complaints are managed as effectively as possible within the context of customer satisfaction and retention of the customer base. Product offering becomes a natural part of the process. *Our Code of Practice provides essential information, letting you know:*

- how to contact us;
- how to obtain information on the products and services we offer;
- our service requirements and responsibilities;
- your responsibilities;
- how we will strive to protect your privacy;
- how our prices are determined;
- what types of services we have for customers with additional needs; and
- how we will attempt to resolve your complaints.

How To Contact Telkom

Call the Telkom On-Line Call Centre at the following numbers:

10210 for new residential orders 10217 for new business orders 10210 for account enquiries 10210 to report faults. (Firstly please make sure that it is indeed the line and not the instrument that is faulty. An easy way to go about this is to connect another instrument to the jack and if the problem persists it is probably a line fault and then you should phone Telkom.)

Dial 080 011 5357 for PrepaidFone service requests.

Please note that calls to these numbers are free, except for calls made from cellular phones which are charged at current cellular rates.

If you prefer, you may visit one of our Telkom *direct* Shops where we will provide you with direct access to one of our customer service representatives.

For more information about our products and services you can also visit our website at www.telkom.co.za

Operator-Assisted Calls

Call the following operator service numbers for assistance in placing calls or for directory information:

- For directory information services, dial 1023.
- For operator assistance in placing a South African long-distance call, including collect calls, dial 1025.
- For operator assistance in placing an international call, dial 10900.
- For all other international call enquiries, dial 10903.

Please note that calls to 1023 are not free.

Our Service Requirements And Responsibilities

The Telecommunications Act of 1996 has been repealed by the Electronic Communications Act 36 of 2005. The objectives of the Electronic Communications Act is to promote convergence in the broadcasting, broadcasting signal distribution and telecommunications sectors and to provide the legal framework for convergence of these sectors. It also makes provision for the regulation of Electronic Communications Services, Electronic Communications Network Services and Broadcasting Services. In terms of the Electronic Communications Act, all existing licences will be converted into Electronic Communications Services-, Electronic Communications Network Services- and Broadcasting Services licences.

The Electronic Communications Act provides for the continuation of regulations published under the Telecommunications Act of 1996. The Price Control Regulations published under the Telecommunications Act of 1996 imposes a price cap formula on a basket of specified services that Telkom provides. These include installations, prepaid and post-paid line rental, local-, long distance-, and international calls, fixed-to-mobile calls, public payphone calls, ISDN services, Diginet and Megaline. Prices on these services are filed with ICASA for approval. Currently, the overall tariffs for all services in the basket may not be increased by more than a percentage figure as prescribed in the Price Control Formula.

Your Responsibilities

As in any business relationship, you have some responsibilities. For example, upon ordering service, you are agreeing to pay for the service on a timely basis and to abide by any requirements such as those

stated in Telkom's Standard Terms and Conditions of Service. Service Payments for services rendered are required on or before the due date printed on your telecommunications account. Any payment received after the due date will incur interest.

When Are Accounts Considered Overdue?

Any telecommunications account not paid by the listed due date, is considered overdue. If for some reason you are having difficulty in paying your account, please contact us on the number indicated on your account. In many instances, depending on your specific circumstances, we may be able to arrange a special payment plan to avoid suspension and termination of your service.

Various Ways To Pay Your Account

You may pay your account:

- by monthly debit order from your bank in favour of Telkom;
- electronically, by making payments every month using a convenient Automatic Teller Machine (ATM) and/or CyberTrade in conjunction with your bank and Telkom;
- at any Shoprite Checkers;
- at any Pick & Pay Superstore;
- by mailing your payment to our address noted on your account;
- at the nearest Post Office.

Service Suspension And Disconnection

If the outstanding balance on your account is not paid on the due date listed on your account, and other payment arrangements have not been made with Telkom, your service may be suspended. If the outstanding balance is not paid by the due date on your next account, your service may be disconnected. As a courtesy, we will attempt to contact you prior to suspending or disconnecting your service.

Service Restoration

In the event that your service has been suspended you would be required to settle the outstanding amount on your overdue account in full, after which your service will be restored for a standard service charge, as published in Telkom's Tariff List. The restoration will be done within 24hrs after we received notification from the payment channel.

Telkom Will Protect Your Privacy

- Telkom will not disclose the contents of any communications over the network except where required by law.

CODE OF PRACTICE

Telkom

- Telkom will use all reasonable endeavours to prevent information (other than directory information) about its customers from being disclosed to unauthorised third parties.

- If you desire an additional measure of privacy, you may request that your name and number not be listed in Telkom's Phone Book or be disclosed by a directory information service operator. In addition, upon request, Telkom will change your telephone number – where possible – at the standard service charge as published in Telkom's Tariff List.

How Our Prices Are Determined

- Prices for exclusive services provided by Telkom are based on regulatory procedures.
- Prices for competitive products and other services are determined by Telkom. In doing so, Telkom complies with all applicable legal requirements and fair trading practices.
- Telkom will notify you, through your monthly telecommunications account,

of price changes to your telecommunications services.

A full list of Telkom's tariffs is available at our *Telkomdirect Shops*.

Services For Customers With Special Needs

Telkom's telephone equipment caters for the needs of people who are hard of hearing, deaf, visually disabled and blind. A device that makes communications easier for people who are hard of hearing is built into over 50% of all our pay telephones. In addition, all new public pay telephones have a volume control facility that may be used by people with hearing problems. For the deaf and hard of hearing, Telkom offers equipment known as the Teldem terminal. This terminal is connected to a telephone line and features a large display screen with a complete keyboard, enabling people who are deaf or hard of hearing to communicate locally or over long distances. The '5' button on all public pay telephones and other telephone equipment is marked so that any blind or visually disabled person can feel the difference and navigate more easily around the keypad. Furthermore, Telkom will grant a credit as published in Telkom's Tariff List per month to enable visually disabled people to call directory information. To take advantage of this service, a customer must be a registered member of the South African National Council for the Blind.

Resolving Your Complaints

Obviously, it is our desire that every contact you make with Telkom should be a pleasant one. However, in those unfortunate instances where a problem

arises, we will follow the procedures outlined in this section in our attempts at resolving your complaint, expeditiously. You can direct your enquiries with regards to your application for a Telkom product or service, accounts or the reporting of a service fault to 10219, 10210 or 10212 respectively. These numbers are advertised in the Telkom Phone Book. If you do not believe that your problem is receiving the attention it deserves, ask to speak to the Call Centre Manager or a delegated representative. They will promptly and courteously attempt to resolve your complaint. Please be advised that there will be occasions, due to the nature and complexity of the complaint or problem, where Telkom will need time to investigate the matter, but will get back to you with a resolution to your problem. If you are still not satisfied, after hearing from the Call Centre Manager or a delegated representative, you can request them to escalate your complaint to the Escalation Centre and an escalation reference number will be issued. You can also, personally, escalate your complaint, in writing, to Telkom's Escalation Centre. A Telkom Customer Facing Employee will supply you with the postal address or Fax number of the Escalation Centre. Should you visit a *Telkomdirect Shop* you can also request that your complaint or request be referred to the Manager or a delegated person who will then escalate it to the Escalation Centre and issue you with an escalation reference number. In those instances where you would like to escalate your complaint further, the Escalation Centre or *Telkomdirect Shop* will provide you with the telephone number of the office of the Chief Executive Officer (CEO) of Telkom. The CEO's office will review your complaint, analyse the steps taken in resolving your complaint and advise you accordingly. If you are still not satisfied, the CEO's office will promptly supply you with the telephone numbers and physical address of ICASA. For your convenience, ICASA's contact information is also listed in the government pages of your local Telkom Phone Book.