

Complaints Procedure

The Saicom group of companies aims to provide its clients with superior service, quality products and unflinching ethical conduct. To this end, we commit ourselves to the code of conduct below.

Should you believe that we fail to live up to our code of conduct, please follow the complaint procedure set out below:

- Send an e-mail to support@saicomvoice.co.za and/or
 - Call us on 011 283 0540 and ask for assistance with a complaint in terms of the code.
 - If you have a billing complaint please e-mail accounts@saicomvoice.co.za
 - If you are not satisfied with the manner in which any complaint is handled then please escalate your complaint in the following manner:
 - Email howard@saicomvoice.co.za
 - Call Howard Sackstein on 011 283 0540
 - If this does still not resolve any complaint you may have, you may contact the Complaints and Compliance department of ICASA. ICASA is the regulatory body of our industry and we are accountable to ICASA for all of our
- Where you lodge a billing complaint, the complaint handling process will be guided by the following general principles:

Complaints and dispute resolution

Financial Dispute Resolution

- a) We will not disconnect the service of the consumer while investigating a legitimate dispute provided that you have paid the undisputed part of your bill and the disputed part of the bill appears to be logical and reasonable
- b) We will reach a determination regarding the billing complaint and communicate it to you within fourteen (14) working days
- c) We will communicate our finding to you and we require both you and ourselves to act in a reasonable manner thereafter.
- d) Provided the dispute is reasonable and logical and the undisputed portion has been paid, we will not charge penalties or interest on the outstanding portion of the account until the manner has been properly investigated by us and you informed of the outcome.
- e) We will ensure that you are informed well in advance about time for payment and the possibility of disconnection in the case of non-payment within a certain period before we disconnect you.

General Dispute Resolution

Please follow the procedure set out at the top of this document:

In all disputes the parties shall attempt to resolve all disputes arising in a spirit of cooperation and with a problem-solving mind set, without formal proceedings and in accordance with the various dispute resolution procedures provided.

In the event of the dispute not being resolved, please follow the general complaint procedure as stipulated by ICASA for all complaints except billing disputes:

You are required to direct a general complaint to support@saicomvoice.co.za

The complaint is required to be accompanied by the following

- a) Your full particulars and contact details including phone number and e-mail address
- b) Your relationship to us and any customer reference which may be applicable including either account number or ticket reference number
- c) A statement of the reasons for the complaint with enough detail to allow us to assess the validity of the complaint and resolve the issue if necessary
- d) Any relevant evidence or documentation you wish to submit in support of your complaint.

Under the ICASA Code of Conduct Regulations, we are required to:

- a) Acknowledge receipt of your complaint within three working days
- b) Determine an outcome for the complaint and communicate this to you within fourteen (14) working days.

Referral of Complaints to ICASA

If you are not happy about the outcome of the Complaint you have the right to escalate it to ICASA. If ICASA are not able to resolve the matter it may be referred to the ICASA Complaints and Compliance Committee for adjudication.

Please note that under the ICASA Code of Conduct Regulations 2008 you must give us an opportunity to resolve the matter within the 14 day period before you have the right to escalate your complaint to ICASA.

ICASA can be contacted in the following ways:

Telephone (011) 566 3000,

Fax (011) 444 1919 or

Email: consumer@icasa.org.za

Any dispute, which cannot be so resolved, shall be subject to binding arbitration upon the written demand of either party. Arbitration shall take place in South Africa.

Defective products/services

We undertake to resolve defective services or products in the following way:

- a) Through a first point of contact through our helpdesk
- b) An escalation to our technicians
- c) An escalation to an onsite visit
- d) Replacement product or service