

Abridged Code of Conduct

WirelessONE (Pty) Ltd

Reference	WO-LEG-COC-001
Version	1.0
Effective Date	2026-08-31
Approved By	Bertus Meintjes, Director
Review Cycle	Bi-annual

Statutory basis. Published under section 69(1) of the Electronic Communications Act, 36 of 2005, and the Code of Conduct Regulations, 2007.

1. Introduction and Purpose

WirelessONE (Pty) Ltd ("WirelessONE") holds Class Electronic Communications Network Services (C-ECNS) and Class Electronic Communications Services (C-ECS) licences issued by the Independent Communications Authority of South Africa ("ICASA").

This Abridged Code of Conduct sets out the standards and commitments by which WirelessONE conducts its business with customers, as required by section 69(1) of the Electronic Communications Act, 36 of 2005 and the Code of Conduct Regulations, 2007.

This Code is intended as a customer-facing summary of WirelessONE's service commitments, customer rights, and complaint handling arrangements. It is supported by the policies and procedures listed in **Annexure A**.

2. Publication and Availability

This Code is published on the WirelessONE website at www.wirelessone.co.za and is available in printed form at the WirelessONE operating office on request. A copy will be supplied to any customer at no charge upon written request.

This Code is reviewed bi-annually in line with the reporting requirements under the Code of Conduct Regulations, 2007.

3. Languages Available

WirelessONE provides customer service in the following official languages of the Republic of South Africa:

- English
- Afrikaans

This Code is published in English. Customers requiring assistance in Afrikaans may request verbal explanation of any provision at the operating office or via the customer-facing email address listed in section 13.

4. Customer Rights

WirelessONE customers have the following rights, in addition to any rights conferred by the Consumer Protection Act, 68 of 2008, the Electronic Communications Act, 36 of 2005, the Protection of Personal Information Act, 4 of 2013, and any other applicable legislation:

- **Information.** To receive accurate and current information about WirelessONE services, packages and pricing before contracting.
- **Contract.** To receive a written copy of the contract terms and conditions at point of sale.
- **Billing.** To receive itemised billing and to dispute charges in good faith without disconnection during a valid dispute.
- **Complaints.** To submit complaints and to have them acknowledged within 48 hours and resolved within 14 business days of receipt.
- **Escalation.** To escalate unresolved complaints to ICASA after WirelessONE has been given a reasonable opportunity to resolve the matter.
- **Cancellation.** To cancel a service at any time by providing one calendar month's written notice.
- **Privacy.** To have personal information processed lawfully, transparently and securely in accordance with the Protection of Personal Information Act.

5. Our Services and Products

WirelessONE provides last-mile wireless and fibre internet connectivity services to residential and business customers. The current service offering includes:

- **Home Wireless Internet** — monthly tiered packages from entry-level to high-throughput.
- **Business Wireless Internet** — symmetrical-bandwidth packages designed for business workloads.
- **Home Fibre Internet** — delivered via partner fibre networks in select coverage areas.
- **Business Fibre Internet** — delivered via partner fibre networks in select coverage areas.

All services are provided on a **month-to-month basis** with **uncapped data** (no fair-use policy, no data thresholds) and speed determined by the selected package. Service availability is subject to coverage area, technical viability, and applicable terms. Current packages, coverage areas and installation arrangements are published on www.wirelessone.co.za and are available at the operating office and through the channels listed in section 13.

Best-effort services. WirelessONE provides internet connectivity on a best-effort basis. No specific uptime, latency, throughput or service-level agreement is offered or implied unless expressly agreed in writing in a separate Service Level Agreement.

6. Publication of Tariffs and Fees

All applicable tariffs, fees and charges are published in the WirelessONE Tariff Schedule, on the WirelessONE website at www.wirelessone.co.za, and on every customer invoice. Pricing includes:

- Monthly subscription fees for each package.
- Once-off installation and activation fees, if applicable.
- Equipment fees, if customer-premises equipment (CPE) is purchased outright.
- Reconnection fees, if applicable.

WirelessONE will notify customers in advance of any changes to recurring tariffs in accordance with the Consumer Protection Act and the End-User and Subscriber Service Charter Regulations.

7. Contract Terms and Conditions

Every customer entering into a service agreement with WirelessONE is supplied with the WirelessONE General Terms and Conditions, which form the binding agreement between the customer and WirelessONE. These Terms cover, among other matters:

- Acceptance and duration of the agreement.
- Services provided and the limits of those services.
- Activation, billing commencement, and payment terms.
- Customer obligations and lawful use, supported by the WirelessONE Acceptable Use Policy.
- Equipment ownership and return.
- Service availability, performance and limits on liability.
- Suspension and termination.
- Privacy, governed by the WirelessONE Privacy Policy and the WirelessONE POPIA Policy.
- Amendments and governing law.

Cancellation rights for natural-person consumers are governed by the WirelessONE Customer Cancellation and CPA Compliance Policy, aligned with section 14 of the Consumer Protection Act, 68 of 2008.

8. Protection of Customer Confidentiality

WirelessONE is committed to handling customer personal information lawfully, transparently and securely, in accordance with the Protection of Personal Information Act, 4 of 2013 ("POPIA").

WirelessONE's information-handling commitments include:

- Collecting personal information only for specific, defined and lawful purposes.
- Restricting access to authorised personnel only.
- Applying technical and organisational security measures to prevent loss, damage or unauthorised access.
- Sharing customer information only where required by law, where the customer has consented, or with operators bound by confidentiality obligations.
- Notifying customers and the Information Regulator in the event of a personal-information security breach, as required by POPIA.

WirelessONE has appointed an Information Officer, whose details appear in section 13. Full details of WirelessONE's information-handling practices are set out in the WirelessONE Privacy Policy, the WirelessONE POPIA Policy and the WirelessONE PAIA Manual.

9. Charging, Billing, Collection and Credit Practices

WirelessONE applies the following billing and credit practices:

- Customers are billed monthly in advance for recurring subscription services.
- Invoices state the period of service, charges, due date, and payment instructions.
- Payment is due on the date specified on the invoice.
- Overdue amounts may attract reasonable interest as permitted by law, and may result in service suspension or termination after due notice.
- A customer disputing a charge in good faith should follow the WirelessONE Complaints Procedure. Service will not be disconnected solely because a valid billing dispute is under investigation.
- WirelessONE does not require security deposits or prepayments beyond the first month's subscription and any installation fee, unless expressly agreed in writing.
- Final accounts on termination are settled within a reasonable period in accordance with the terms of the agreement.

10. Complaint Handling Process

WirelessONE provides a clear and accessible complaints process. Customers should first attempt to resolve any matter with WirelessONE before escalating it to ICASA. The process is as follows:

- **Step 1 — Submit the complaint.** Complaints should be submitted in writing to complaints@wirelessone.co.za and should include the customer's name, account or customer reference, a description of the matter, and any supporting documentation.
- **Step 2 — Acknowledgement and investigation.** WirelessONE will acknowledge receipt within 48 hours, provide a reference number, and investigate the matter.
- **Step 3 — Resolution.** WirelessONE will provide a written response with an outcome within 14 business days of receipt of the complaint.
- **Step 4 — Internal escalation.** A customer who is not satisfied with the outcome may submit a written request for escalation to the Director at bertus@wirelessone.co.za. WirelessONE will conduct a secondary review and respond in writing.
- **Step 5 — External escalation to ICASA.** If the complaint remains unresolved after 14 business days from receipt, or if the customer is not satisfied with the outcome of WirelessONE's internal escalation, the customer may refer the matter to ICASA:
- Website: <https://www.icasa.org.za/pages/consumer-complaints>
- Email: consumer@icasa.org.za
- Telephone: +27 (0)12 568 3000

Full detail of the complaints process is set out in the WirelessONE Complaints Procedure.

11. Remedies for Defective Products and Services

Where a service has been disrupted or has failed to perform in accordance with the agreement, the following remedies may be available, subject to the WirelessONE General Terms and Conditions and applicable law:

- Restoration of service within a reasonable period.
- Pro-rata credit on the next invoice for documented service outages attributable to WirelessONE, where applicable under the agreement.
- Replacement or repair of customer-premises equipment supplied by WirelessONE that fails under normal use within the applicable warranty period.
- Refund of amounts paid for services not rendered, in accordance with applicable law.
- Cancellation of the agreement on one calendar month's written notice.

Remedies are determined on the merits of each case. WirelessONE acts in good faith to ensure fair outcomes and to minimise customer inconvenience.

12. Code Implementation and Evaluation

WirelessONE implements and evaluates this Code as follows:

- **Operational responsibility.** The Director is responsible for the implementation of, and compliance with, this Code.
- **Staff awareness.** Customer-facing personnel are briefed on the Code's provisions and the supporting policies.
- **Record-keeping.** Complaints, billing disputes, service outages and remedy actions are recorded for internal review and for regulatory reporting purposes.
- **Bi-annual review.** This Code is reviewed bi-annually in line with the reporting cycles of the Code of Conduct Regulations, 2007 (1 March – 31 August and 1 September – 28/29 February of each year).
- **Reporting.** WirelessONE submits the Form 7A Code of Conduct report to ICASA in line with the prescribed deadlines.
- **Continuous improvement.** Findings from complaint trends, customer feedback and regulatory developments are used to improve the Code and the supporting policies.

13. Contact Information

General Customer Email	admin@wirelessone.co.za
Complaints Email	complaints@wirelessone.co.za
Director / Information Officer	Bertus Meintjes — bertus@wirelessone.co.za
Office Telephone	(017) 422 0299
Mobile	(082) 826 9234
Website	www.wirelessone.co.za
Registered Office (CIPC and ICASA)	11A Dannhauser, Meyerville, Standerton, 2430
Operating Office	17 Caledon Street, Kasselmann Building, Standerton, 2430

Annexure A — Supporting Policies and Documents

This Code is supported by the following published policies, each available on the WirelessONE website at www.wirelessone.co.za and on request:

#	Document	Code Section(s) Supported
1	WirelessONE General Terms and Conditions	§7 (Contract Terms and Conditions)

#	Document	Code Section(s) Supported
2	WirelessONE Acceptable Use Policy	§7 (Contract Terms and Conditions) — supplement
3	WirelessONE Complaints Procedure	§10 (Complaint Handling Process)
4	WirelessONE Customer Cancellation and CPA Compliance Policy	§4 (Customer Rights), §7 (Contract Terms), §11 (Remedies)
5	WirelessONE Privacy Policy	§8 (Confidentiality and Privacy)
6	WirelessONE POPIA Policy	§8 (Confidentiality and Privacy)
7	WirelessONE PAIA Manual	§8 (Confidentiality and Privacy) — statutory PAIA compliance
8	WirelessONE Tariff Schedule	§5 (Services), §6 (Tariffs)
9	WirelessONE End-User Service Charter	§4 (Customer Rights), §10 (Complaints)
10	WirelessONE Code on People with Disabilities	§4 (Customer Rights)

Document Control

Reference	WO-LEG-COC-001
Version	1.0
Issued	2026-08-31
Next Review	2027-02-28
Custodian	Director, WirelessONE (Pty) Ltd

Version History

Version	Date	Notes
0.1	2026-05-13	Initial draft
0.2	2026-05-13	Licence class corrected from Individual (I-ECNS, I-ECS) to Class (C-ECNS, C-ECS). Customer Rights (§4) cancellation period corrected to one calendar month. §5 services profile clarified (month-to-month, uncapped, no FUP). §11 cancellation aligned with one calendar month. Annexure A expanded to include the new Tariff Schedule, Service Charter and Disabilities Code.
1.0	2026-08-31	Published — first public release at wirelessone.co.za/legal .