

Code on People with Disabilities

WirelessONE (Pty) Ltd

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

Statutory basis. Published under section 70 of the Electronic Communications Act, 36 of 2005, and the Code on People with Disabilities Regulations, 2021.

1. Purpose and Commitment

WirelessONE (Pty) Ltd ("WirelessONE") is committed to serving all members of the public, including persons with disabilities, with dignity, respect and fair access to its services.

This Code sets out the measures WirelessONE has adopted to identify and remove barriers that may prevent or limit access to its services by persons with disabilities, in accordance with section 70 of the Electronic Communications Act, 36 of 2005, and the Code on People with Disabilities Regulations, 2021.

2. Scope

This Code applies to:

- All WirelessONE products and services.
- All customer-facing channels operated by WirelessONE (operating office, telephone, email, website).
- All current and prospective customers, regardless of disability status.

3. Definitions

For the purposes of this Code:

- **Person with a disability** means a person who has a long-term physical, mental, intellectual or sensory impairment which, in interaction with various barriers, may hinder full and effective participation in society on an equal basis with others, consistent with the South African definition aligned with the United Nations Convention on the Rights of Persons with Disabilities.

- **Reasonable accommodation** means any necessary and appropriate modification or adjustment to enable a person with a disability to access and use WirelessONE services, where such modification does not impose a disproportionate or undue burden.

4. Accessibility Commitments

WirelessONE undertakes to provide accessible services as follows:

- **Physical premises.** The WirelessONE operating office is at street level. Customers requiring physical assistance to access the office may request that a WirelessONE representative meet them at a convenient ground-floor location or that the matter be handled remotely.
- **Communication channels.** WirelessONE accepts customer communication via telephone, email, WhatsApp, and in-person at the operating office. Customers may use the channel that is most accessible to them.
- **Written communication.** Invoices, contracts, policy documents and service correspondence are available in standard electronic and printed formats. WirelessONE will, on reasonable request, provide documents in alternative formats (for example, larger print or plain-text electronic copies) where this is practically feasible.
- **Sign language and language assistance.** WirelessONE staff communicate in English and Afrikaans. Where a customer requires assistance in another official language or in South African Sign Language, WirelessONE will make reasonable efforts to facilitate communication, including arranging for an intermediary where possible.
- **Website accessibility.** The WirelessONE website at www.wirelessone.co.za aims to follow accepted web accessibility good practice, including readable text, descriptive links, and reasonable colour contrast. WirelessONE welcomes feedback from customers who encounter accessibility barriers on the website.

5. Reasonable Accommodation Requests

A customer or prospective customer who requires reasonable accommodation in order to access or use WirelessONE services may submit a request via:

- Email: admin@wirelessone.co.za
- Telephone: (017) 422 0299
- In person at the operating office

Requests will be considered on their merits, with the objective of providing fair access without imposing a disproportionate or undue burden on WirelessONE.

6. Customer Premises Equipment and Installation

Where installation of customer-premises equipment is required:

- WirelessONE installation technicians will, on request, accommodate specific access requirements at the customer's premises (for example, equipment placement, cable routing, or scheduling around carer availability).
- Customers requiring assistance with equipment operation after installation may contact WirelessONE for support.

7. Billing and Account Management

- Customers may nominate a trusted person to assist with their account, subject to written authorisation by the account holder. WirelessONE will respect such authorisations within applicable POPIA constraints.
- Invoices are issued in standard electronic format. Alternative formats are available on request as set out in section 4.

8. Staff Awareness

Customer-facing WirelessONE personnel are briefed on:

- The objectives of this Code.
- How to handle reasonable accommodation requests.
- How to escalate accessibility-related matters internally.

9. Complaints Relating to Accessibility

A customer who believes that this Code has not been followed, or that an accessibility barrier has not been addressed, may submit a complaint:

- Through the standard WirelessONE Complaints Procedure at complaints@wirelessone.co.za; or
- Directly to the Director at bertus@wirelessone.co.za.

Accessibility-related complaints are handled in accordance with the WirelessONE Complaints Procedure and the timelines set out in that document. Unresolved matters may be escalated to ICASA.

10. Limits of this Code

WirelessONE is a small wireless internet service provider. This Code reflects accessibility commitments that are within WirelessONE's current operational capacity. As WirelessONE grows, accessibility provisions will be reviewed and expanded.

WirelessONE will not refuse to consider any reasonable accommodation request, but cannot guarantee that all requests can be fulfilled where the request would impose a

disproportionate or undue burden, would compromise network integrity, or would conflict with applicable law.

11. Code Implementation and Evaluation

- **Operational responsibility.** The Director is responsible for the implementation of this Code.
- **Record-keeping.** Reasonable accommodation requests and accessibility-related complaints are recorded for internal review and regulatory reporting purposes.
- **Bi-annual review.** This Code is reviewed bi-annually in line with the reporting cycles of the Code on People with Disabilities Regulations, 2021.
- **Reporting.** WirelessONE submits the Form 7C report to ICASA in line with the prescribed deadlines (28/29 February).
- **Continuous improvement.** Findings from accessibility-related feedback, complaints, and regulatory developments inform updates to this Code and supporting practices.

12. 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	11A Dannhauser, Meyerville, Standerton, 2430
Operating Office	17 Caledon Street, Kasselmann Building, Standerton, 2430

Document Control

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Custodian	Director, WirelessONE (Pty) Ltd

Version History

Version	Date	Notes
0.1	2026-05-13	Initial draft. New document — addresses Form 7C statutory obligation under s.70 ECA, previously absent from the legal pack.
1.0	2026-08-31	Published — first public release at wirelessone.co.za/legal .