

Complaints Procedure

WirelessONE (Pty) Ltd

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

Statutory basis. Issued in accordance with section 69(3) of the Electronic Communications Act, 36 of 2005, the End-User and Subscriber Service Charter Regulations (as amended), and the Code of Conduct Regulations, 2007.

1. Purpose

WirelessONE (Pty) Ltd ("WirelessONE") is committed to providing reliable wireless internet services and high standards of customer care. This Complaints Procedure explains how customers may submit complaints, how WirelessONE handles them, and how unresolved complaints may be escalated to ICASA.

2. Scope

This procedure applies to:

- All current and prospective WirelessONE customers.
- Complaints related to service quality, billing, installations, repairs, cancellations, outages, customer support and contractual matters.

Routine service enquiries or requests for information are not classified as complaints.

3. Definitions

- **Complaint** means a formal expression of dissatisfaction regarding any WirelessONE service.
- **Billing Dispute** means a complaint alleging incorrect charges, payments or adjustments.
- **Business Day** means any weekday excluding Saturdays, Sundays and South African public holidays.

4. How to Submit a Complaint

Customers should first attempt to resolve the matter directly with WirelessONE before escalating to ICASA.

Complaints must be submitted in writing to complaints@wirelessone.co.za and should include the following information:

- Full name and contact details.
- Account number or customer reference.
- Description of the complaint with sufficient detail.
- Copies of any supporting documents, if applicable.

5. Complaint Handling Process

WirelessONE will:

- **Acknowledge receipt** of the complaint within 48 hours of submission and provide a reference number.
- **Investigate** the complaint thoroughly.
- **Respond in writing** with an outcome within 14 business days of receipt of the complaint.

This process complies with the timelines required under the End-User and Subscriber Service Charter Regulations.

6. Billing Disputes

Billing enquiries and disputes should be directed in the first instance to admin@wirelessone.co.za, or via the standard complaints channel if escalation is required.

Billing disputes are handled in accordance with ICASA requirements on billing accuracy and fairness. **Service will not be suspended or disconnected while a valid billing dispute is under investigation.**

7. Internal Escalation

A customer who is not satisfied with the outcome of the initial response 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.

8. External Escalation — 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 the Independent Communications Authority of South Africa (ICASA).

Customers should be prepared to provide proof that WirelessONE was given the opportunity to resolve the matter.

Website	https://www.icasa.org.za/pages/consumer-complaints
Email	consumer@icasa.org.za
Telephone	+27 (0)12 568 3000

9. Record Keeping

WirelessONE maintains records of all complaints and resolutions for the purposes of:

- Regulatory reporting under the End-User and Subscriber Service Charter Regulations and Form 12A submissions to ICASA.
- Internal quality review and continuous improvement.
- Trend analysis and operational learning.

Records are retained for the period required by applicable law and the relevant regulations.

10. Review and Updates

This Complaints Procedure is reviewed bi-annually in line with the reporting cycles of the End-User and Subscriber Service Charter Regulations and the Code of Conduct Regulations.

Document Control

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

Version History

Version	Date	Notes
0.1	2026-05-13	Initial draft. Acknowledgement window corrected from 3 business days to 48 hours, aligning with EUSSC Regulations.
1.0	2026-08-31	Published — first public release at wirelessone.co.za/legal .