



# What is the Cell C Code of Conduct?

A set of commitments that Cell C will endeavour to honour, as well as your rights as a consumer.

## Cell C commits to

- Act in a professional, non-discriminatory and fair manner at all times.
- Make available pricing of services and products as specified.
- Guide you and your communication needs and keep your information confidential.
- Refer you to ICASA on your unresolved complaints.

## Informing you of your rights

- To be provided with services on a non-discriminatory basis and information in a preferred language.
- To choose a service provider of your choice and query your information held by the service provider.
- For your information to be kept confidential unless indicated otherwise.
- To choose to port your number.
- To redress.
- To lodge a complaint to ICASA.

## Customer Care and other services

### To report a complaint:

- Call 135 free from a Cell C mobile phone, 084 135 from any other network or send us an email on [custserv@cellc.co.za](mailto:custserv@cellc.co.za).
- If your complaint is unresolved, you may address the complaint to ICASA on [consumer@icasa.org.za](mailto:consumer@icasa.org.za) or call ICASA on 012 568 3000.

### To report a Protection of Personal Information complaint:

- Call : 010 023 5200 010 023 5241/42
- Email: [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za) | [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za)
- Complaint Forms available @:
- <https://inforegulator.org.za/wp-content/uploads/2020/07/FORM-5-COMPLAINT-REGARDING-INTERFERENCE-WITH-THE-PROTECTION-OF-AN-ADJUDICATOR.pdf>
- <https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form05-Reg10-1.pdf>

### Other Services:

Directory Enquiries: Call 146  
Emergency Services: Call 112





# Wat is Cell C se Gedragskode?

Dit is ons belofte wat Cell C sal nastreef om gestand te doen, saam met u regte as verbruiker.

## Cell C verbind hulself om

- Ten alle tye op 'n professionele, nie-diskriminerende en regverdig manier op te tree.
- Prysberekening van gespesifiseerde dienste en produkte beskikbaar te stel.
- Advies te verskaf met betrekking tot jou kommunikasiehoefte en om jou inligting vertroulik te bewaar.
- U na ICASA te verwys vir onopgeloste klagtes.

## Om jou in kennis te stel omtrent jou reg

- Op 'n nie-diskriminerende manier voorsien te word van dienste en inligting in die taal van u keuse.
- Om 'n diensverskaffer van jou keuse te kan kies en om inligting wat deur die diensverskaffer gehou word te ondersoek.
- Dat u inligting vertroulik gehou sal word tensy u die teenoorgestelde aandui.
- Om te kies om u nommer oor te dra.
- Die reg tot regstelling.
- Die reg om 'n klagte by ICASA aanhangig te maak.

## Klientesorg en ander dienste

### Hoe om 'n klagte in te dien:

- **Skakel 135** gratis vanaf 'n Cell C nommer, **084 135** vanaf enige ander netwerknommer of stuur 'n e-pos na **custserv@cellc.co.za**
- Indien jou klagte onopgelos bly, kan u die klagte rig aan **ICASA** by **consumer@icasa.org.za** of u kan **ICASA** skakel by **012 568 3000**.

### Om n Beskerming van Persoonlike Inligting klagte aan te meld:

- Skakel: 010 023 5200 of 010 023 5241/42
- e-pos: [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za) | [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za)
- Klagte vorms is ook beskikbaar by:
- <https://inforegulator.org.za/wp-content/uploads/2020/07/FORM-5-COMPLAINT-REGARDING-INTERFERENCE-WITH-THE-PROTECTION-OF-AN-ADJUDICATOR.pdf>
- <https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form05-Reg10-1.pdf>

### Ander dienste:

Navrae: Skakel 146

Nooddienste: Skakel 112

