



Gauteng
Block C Palm Office Court
604 Kudu Street, Allen's Nek
Roodepoort
Tel: 086 72 72 606
Fax: 086 645 5587
Email: info@skywire.co.za

Western Cape
Mettle Building, 1st floor
68 Willie Van Schoor Drive
Tygervalley
Tel: 021 200 2300

Consumer Code of Conduct

In accordance with the Electronic Communications Act of 2005 and subsequent regulations, SkyWire inform its customers they are entitled to the following rights:

- To be provided with the required service without unfair discrimination
- To choose a service provider of their choice
- To receive information in their preferred language
- To access and question consumer account information
- To protection of personal data and not to have personal data sold to third parties without permission
- To port a number
- To lodge a complaint (details below) and a right to redress SkyWire endeavours at all times
- To Act in a fair, reasonable, and responsible manner in all dealings
- Ensure that services & products meet the correct specifications contained in all the relevant laws and regulations
- Not discriminate against consumers on the basis of race, gender, sex, age, religion, disability, ethnic group, or sexual orientation
- Display utmost courtesy and care when dealing with consumers
- Provide consumers with information regarding services and pricing
- Provide consumers with guidance in regard to their customer needs, upon request
- Keep consumers personal information confidential
- Advise consumers to refer their unresolved complaints to ICASA Consumer Code of Conduct