



Code of Conduct & Service Charter

e-WISP Internet Service Provider

Customer-facing charter for internet and electronic communications services

Document owner	e-WISP Internet Service Provider
Version	1.0
Effective date	1 July 2026
Next review	At least annually, or when applicable laws/regulations change
Address	7 Duiker Laan, Virginia, 9430
24/7 Support WhatsApp	081 353 1903
Email / Website	support@e-wisp.co.za www.e-wisp.co.za
ICASA Licences	CECNS 1029/CECNS/MAY/2018 CECS 1029/CECS/MAY/2018

Contents

1. Introduction
2. Interpretation
3. Key Commitments
4. Consumer Rights
5. Consumer Confidentiality and Personal Information
6. General Service Terms
7. Installation, Activation and Customer Equipment
8. Faults, Maintenance and Service Interruptions
9. Billing, Payment, Suspension and Cancellation
10. Complaints and Billing Complaints
11. Network Management and Acceptable Use
12. Minimum Service Standards
13. Third-Party Services and Events Beyond e-WISP's Control
14. Escalation to ICASA
15. Review and Updates



1. **1. Introduction**

e-WISP holds the following ICASA Class licences: Class Electronic Communications Network Service (CECNS) Licence No. 1029/CECNS/MAY/2018 and Class Electronic Communications Service (CECS) Licence No. 1029/CECS/MAY/2018.

2. **2. Interpretation**

e-WISP customer support is available 24 hours a day, 7 days a week via the designated support WhatsApp channel.

3. **3. Key Commitments**

4. **4. Consumer Rights**

5. **5. Consumer Confidentiality and Personal Information**

6. **6. General Service Terms**

7. **7. Installation, Activation and Customer Equipment**

8. **8. Faults, Maintenance and Service Interruptions**

9. **9. Billing, Payment, Suspension and Cancellation**

Suspension for non-payment: Accounts that remain unpaid may be suspended on or after the 8th day of the month, subject to applicable notice requirements and the customer's service agreement.

Monthly payment: e-WISP services are billed in advance, with payment due on the 1st day of each month.

10. **10. Complaints and Billing Complaints**

11. **11. Network Management and Acceptable Use**

12. **12. Minimum Service Standards**

Support availability: e-WISP provides customer support 24 hours a day, 7 days a week through its designated support channel.

Fault response SLA: e-WISP targets a response and/or restoration process of between 2 and 72 hours, depending on the nature, severity and cause of the fault, subject to the applicable service agreement and circumstances outside e-WISP's reasonable control.

Installation target: e-WISP targets installation and activation within 48 hours, subject to service availability, site readiness, access to the premises, equipment availability and any required third-party work.

e-WISP's customer-facing service commitments are as follows:

13. **13. Third-Party Services and Events Beyond e-WISP's Control**

14. **14. Escalation to ICASA**

15. **15. Review and Updates**



1. Introduction

16. e-WISP Internet Service Provider (“e-WISP”, “we”, “us” or “our”) provides internet and related electronic communications services to residential, business and other customers.
17. e-WISP is committed to conducting its business fairly, transparently and responsibly and to providing customers with clear information about services, pricing, support, billing and complaint procedures.
18. This Code of Conduct & Service Charter is intended to set out e-WISP’s commitments to customers and to support compliance with applicable South African legislation, ICASA requirements and the terms of e-WISP’s applicable licences.
19. This document is to be read together with e-WISP’s applicable Terms and Conditions, Acceptable Use Policy, Privacy Policy, service-specific terms and any other policy that forms part of the customer agreement.
20. Nothing in this document is intended to reduce or exclude a customer’s rights or e-WISP’s obligations where those rights or obligations are prescribed by applicable law or regulation.

2. Interpretation

21. “Customer” or “consumer” means a person or entity that has applied for, receives or uses an e-WISP service.
22. “Business day” means Monday to Friday, excluding public holidays in the Republic of South Africa.
23. “Support hours” means e-WISP’s published customer support hours. Network monitoring and technical operations may operate outside those hours where applicable to the service.
24. Where a term is defined in applicable ICASA regulations, that term will have the meaning assigned to it by those regulations unless the context requires otherwise.
25. Where this document conflicts with a mandatory legal or regulatory requirement, the applicable law or regulation will prevail.

3. Key Commitments

26. Act fairly, reasonably and responsibly in all dealings with customers.
27. Provide clear and accurate information about services, pricing, installation requirements, contract terms, limitations and material service conditions.
28. Treat customers with courtesy, professionalism and respect.
29. Not unfairly discriminate against customers on prohibited grounds.
30. Protect customer personal information and confidential account information in accordance with applicable law and e-WISP’s Privacy Policy.
31. Provide reasonable assistance and guidance to customers regarding the services they have selected or are considering.
32. Maintain appropriate processes for handling service faults, billing queries and formal complaints.
33. Communicate material changes to services, pricing or terms in accordance with applicable law, contractual requirements and e-WISP’s published procedures.



34. Maintain and operate its network and support processes with the objective of delivering reliable internet services.
35. Inform customers of their available escalation rights where a complaint has not been resolved through e-WISP's internal complaint process.

4. Consumer Rights

Subject to applicable law and the terms of the relevant service, customers have rights that include:

36. The right to receive services without unfair discrimination.
37. The right to receive sufficient information to make an informed decision about an e-WISP service.
38. The right to information about applicable prices, charges, contract terms and material service limitations.
39. The right to reasonable access to records and information held by e-WISP about the customer, subject to applicable privacy, security and legal requirements.
40. The right to protection of personal information and confidential account information.
41. The right to lodge a service or billing complaint and receive a response in accordance with e-WISP's complaint procedure and applicable regulatory requirements.
42. The right to appropriate redress where a complaint is upheld or where a remedy is otherwise required by law.
43. The right to escalate an unresolved complaint to the applicable external regulatory or dispute-resolution process where permitted.

5. Consumer Confidentiality and Personal Information

44. e-WISP will protect the confidentiality of customer information and will use personal information only for lawful and legitimate purposes.
45. Customer information will not be disclosed to third parties except where authorised by the customer, required for the provision or administration of the service, required for debt collection or professional services, required by a court or lawful authority, or otherwise permitted or required by law.
46. e-WISP will implement reasonable technical and organisational measures appropriate to the nature of the information and the risks involved.
47. Customers may request access to or correction of personal information held by e-WISP in accordance with applicable law and e-WISP's Privacy Policy.
48. Nothing in this section prevents e-WISP from retaining records where retention is required by law, regulation, legitimate business requirements or a lawful contractual obligation.



6. General Service Terms

- 49. e-WISP will communicate service pricing, billing procedures, payment methods and material changes through appropriate customer communication channels and/or updated contractual documentation.
- 50. A service application may be subject to verification, serviceability assessment, credit assessment where legally permitted, and confirmation that the requested service can be technically delivered at the customer's location.
- 51. Services are subject to the applicable service package, fair-use or acceptable-use rules, technical limitations and the customer's agreement with e-WISP.
- 52. Where an installation requires access to private property, wayleaves, landlord consent, municipal permissions or other third-party approvals, the customer is responsible for assisting e-WISP in obtaining the required access or permissions unless otherwise agreed.
- 53. e-WISP may change, upgrade or maintain network infrastructure where reasonably necessary to operate, secure, improve or expand the network, subject to applicable notice and regulatory requirements.
- 54. Nothing in this document guarantees uninterrupted or fault-free service. Internet services can be affected by network failures, power interruptions, fibre cuts, radio interference, weather, third-party networks, upstream providers and other events beyond e-WISP's reasonable control.

7. Installation, Activation and Customer Equipment

- 55. e-WISP will communicate applicable installation requirements, once-off charges, recurring charges and expected installation or activation arrangements before or during the service onboarding process.
- 56. Installation and activation times depend on service availability, network capacity, site readiness, access to the premises, equipment availability and third-party dependencies.
- 57. Where e-WISP supplies equipment such as routers, radios, antennas, ONTs or other network equipment, ownership, maintenance, replacement and return obligations will be governed by the applicable service agreement.
- 58. Customers must take reasonable care of e-WISP-owned equipment and must not tamper with, relocate, modify or attempt unauthorised repairs to equipment where doing so could affect network integrity or safety.
- 59. Where supplied equipment is defective, e-WISP will investigate the fault and, where the equipment is covered by e-WISP's warranty or the manufacturer's warranty, repair or replace it in accordance with the applicable terms.

8. Faults, Maintenance and Service Interruptions

- 60. Customers should report service faults through e-WISP's designated support channels and provide sufficient information to allow the fault to be diagnosed.



61. e-WISP will use reasonable efforts to acknowledge, diagnose and resolve faults within the service levels applicable to the customer's service package.
62. Planned maintenance that is reasonably expected to affect service availability will, where practicable, be communicated to affected customers in advance.
63. Emergency maintenance may be carried out without advance notice where necessary to protect the network, customers, personnel or infrastructure.
64. Where a fault is caused by customer equipment, customer premises conditions, unauthorised changes, misuse or circumstances outside e-WISP's network, charges may apply where permitted by the customer agreement.
65. Where a service interruption is caused by a third-party network or upstream supplier, e-WISP will take reasonable steps to engage the relevant supplier and restore service.

9. Billing, Payment, Suspension and Cancellation

66. Customers are responsible for paying all undisputed amounts by the due date stated on the invoice or customer agreement.
67. e-WISP will provide customers with reasonable information regarding billing, payment methods, recurring charges, once-off charges and applicable penalties or reconnection fees.
68. If an account becomes overdue, e-WISP may issue reminders and, subject to the customer agreement and applicable law, suspend or terminate the service for non-payment.
69. Where a customer disputes a specific charge, the customer should lodge a formal billing complaint promptly and provide sufficient information and supporting documentation.
70. Unless otherwise required by law or regulation, a billing dispute does not automatically suspend the customer's obligation to pay undisputed amounts that are due.
71. Cancellation requests, notice periods, final billing, equipment returns and any applicable early termination charges will be dealt with in accordance with the customer's service agreement and applicable law.
72. Where services are suspended for non-payment, restoration may be subject to payment of the outstanding undisputed balance and applicable reconnection charges, where permitted by the agreement.

10. Complaints and Billing Complaints

73. A complaint is a formal expression of dissatisfaction concerning a service, service delivery, billing matter or other aspect of the customer relationship.
74. A billing complaint concerns an alleged incorrect charge, payment, adjustment or other billing error. A request for an explanation of an invoice is treated as a billing enquiry unless the customer formally disputes the charge.



75. Complaints should be submitted through e-WISP's designated complaints channel and should include the customer's full particulars and contact details, account or customer reference, relevant support/ticket number, a clear description of the complaint and supporting evidence where available.
76. e-WISP will acknowledge a formally lodged complaint within the period required by applicable regulations and will provide a reference number where appropriate.
77. e-WISP will investigate the complaint and communicate the outcome within the applicable regulatory or published service timeframe.
78. Where a complaint cannot be resolved within the applicable timeframe, e-WISP will communicate the reason for the delay and the next steps where required.
79. A customer who is dissatisfied with e-WISP's final response may escalate the complaint to the appropriate external dispute-resolution or regulatory forum in accordance with applicable procedures.

11. Network Management and Acceptable Use

80. Customers may use e-WISP services for lawful purposes and must comply with e-WISP's Acceptable Use Policy and applicable South African law.
81. Customers must not use the service to engage in unlawful activity, interfere with the network, compromise network security, distribute malicious software, conduct unauthorised access attempts, or abuse network resources.
82. e-WISP may take reasonable technical or administrative steps to protect the network, customers and third parties from security threats, abuse, fraud, unlawful activity or material network harm, subject to applicable law.
83. Where traffic management, fair-use limits or service-specific network policies apply, these will be disclosed in the applicable service terms or product documentation.
84. e-WISP may require a customer to secure compromised equipment or accounts where necessary to protect the network or other customers.

12. Minimum Service Standards

e-WISP will endeavour to meet the quality-of-service standards applicable to its licensed services and service categories. e-WISP has adopted the following customer-facing service commitments. These commitments apply subject to network conditions, customer site readiness, third-party dependencies, force-majeure events and the applicable service agreement:

85. Network and electronic communications service availability will be managed against the applicable ICASA service-availability requirements.
86. Installation and activation performance will be monitored against the applicable service type and regulatory requirements.
87. Fault resolution will be managed against applicable regulatory standards and the service levels communicated to customers.



88. e-WISP will maintain appropriate processes for fault logging, escalation, network monitoring and service restoration.
89. Where a service package specifies a particular speed, latency or other performance characteristic, performance is subject to network conditions, customer equipment, access technology, contention, upstream networks and other factors described in the applicable service terms.
90. Service performance measurements will be interpreted using reasonable technical measurement methods and the applicable regulatory definitions.

Important regulatory note: The original supplied document listed specific numerical standards, including 95% availability, fixed-service installation targets and fault-clearance targets. Because ICASA has subsequently amended the End-User and Subscriber Service Charter framework, this version deliberately avoids presenting those historical figures as current e-WISP obligations without first confirming e-WISP's exact licence and service categories.

13. Third-Party Services and Events Beyond e-WISP's Control

91. e-WISP may rely on third-party providers for fibre capacity, upstream internet transit, data-centre services, power, tower or property access, cloud services, equipment and other infrastructure.
92. e-WISP will take reasonable steps to manage and escalate third-party failures but cannot guarantee performance of a third party that is outside e-WISP's reasonable control.
93. e-WISP will not be responsible for service failures to the extent that they are caused by events beyond its reasonable control, including major power failures, natural disasters, severe weather, civil unrest, vandalism, fibre cuts, radio interference, upstream provider failures, regulatory action or other force-majeure events.
94. Where a material interruption occurs, e-WISP will use reasonable efforts to restore service and provide appropriate customer communications.

14. Escalation to ICASA

95. Customers should first lodge the complaint with e-WISP and allow e-WISP the applicable opportunity to investigate and resolve it.
96. If the customer disputes e-WISP's resolution, or if e-WISP fails to respond adequately within the applicable prescribed timeframe, the customer may escalate the matter to ICASA or another applicable external dispute-resolution forum in accordance with the relevant procedure.
97. Customers can obtain current ICASA consumer-protection and complaints information from the official ICASA website.

15. Review and Updates

98. e-WISP will review this Code of Conduct & Service Charter periodically and may update it to reflect changes in legislation, ICASA regulations, licences, services, technology or business processes.



99. Where a change materially affects customers, e-WISP will provide notice in the manner required by the applicable agreement or law.
100. The latest version will be made available through e-WISP's normal customer communication channels and/or website.

CUSTOMER CONTACT DETAILS

Company	e-WISP Internet Service Provider
Physical address	7 Duiker Laan, Virginia, 9430
Postal address	7 Duiker Laan, Virginia, 9430
Customer support	081 353 1903 (WhatsApp Support)
Support email	support@e-wisp.co.za
Complaints email	support@e-wisp.co.za
Website	www.e-wisp.co.za

Regulatory reference note

This document was adapted from the Code of Conduct & Service Charter supplied by the user. The source document refers to the ICASA Code of Conduct Regulations, 2007 and the End-User and Subscriber Service Charter Regulations, 2016 as amended. ICASA's current published material also records later amendments, including the 2023 amendment and the End-User and Subscriber Service Charter Amendment Regulations, 2025, published in Government Gazette 53991 on 23 January 2026. The 2025 amendment states that it comes into force 12 months after publication. e-WISP should nevertheless have this document reviewed against its licence conditions and applicable regulatory requirements before formal adoption.



DOCUMENT APPROVAL

Approved by	e-WISP Management
Signature	_____
Date	_____