



Complaints Procedure

e-WISP Internet Service Provider

Customer-facing procedure for lodging, handling and escalating complaints

Document owner	e-WISP Internet Service Provider
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Next review	At least annually, or when applicable laws/regulations change
Address	7 Duiker Laan, Virginia, 9430
Complaints / Support WhatsApp	081 353 1903
Email / Website	info@e-wisp.co.za www.e-wisp.co.za
Company Reg No.	2018/069470/07
ICASA Licences	CECNS 1029/CECNS/MAY/2018 CECS 1029/CECS/MAY/2018

1. Purpose

e-WISP is committed to providing fair, transparent and effective mechanisms for customers to raise concerns about the services supplied to them. This Complaints Procedure explains how a customer can lodge a complaint, how e-WISP will handle it, and how the matter may be escalated if it is not resolved.

2. What Is a Complaint?

A complaint is a formal expression of dissatisfaction relating to an e-WISP service, billing matter, service quality, installation, support, account administration or another matter within e-WISP's responsibility.

Customers are encouraged to first contact e-WISP as soon as a problem arises so that the matter can be investigated and, where possible, resolved promptly.

3. How to Lodge a Complaint

Complaints should preferably be submitted in writing so that the matter can be properly recorded and investigated.

- Email: info@e-wisp.co.za
- WhatsApp: 081 353 1903
- Postal / physical address: 7 Duiker Laan, Virginia, 9430

A complaint should contain sufficient information to allow e-WISP to identify the customer and investigate the matter.

4. Information Required

Where applicable, the complaint should include:



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- Customer's full name and contact details.
 - Customer account number or other relevant reference.
 - A clear description of the complaint and the service concerned.
 - Relevant dates and times, including dates of previous contact with e-WISP.
 - Copies of relevant invoices, messages, correspondence, photographs, screenshots or other supporting evidence.
 - The outcome or resolution the customer is seeking, where appropriate.

5. Acknowledgement and Reference Number

e-WISP will acknowledge receipt of a valid written complaint and provide a complaint reference number. The reference number should be retained by the customer and quoted in all subsequent communications concerning the complaint.

e-WISP aims to acknowledge complaints within 48 hours of receipt, subject to the complaint being received through a monitored channel and containing sufficient information to identify the customer.

6. Investigation and Resolution

e-WISP will assess the complaint, investigate the relevant records and information, and communicate the outcome to the customer. e-WISP aims to provide a resolution within 14 working days of receiving the complaint, where reasonably possible.

If additional information or investigation time is required, e-WISP will communicate the reason for the delay and, where appropriate, provide an updated expected resolution date.

7. Billing Complaints

A billing complaint should clearly identify the invoice, charge, payment or adjustment being disputed.

The customer should continue to pay any undisputed amounts in accordance with the applicable service agreement. Where a billing dispute concerns a specific disputed amount, e-WISP will investigate that disputed portion in accordance with applicable legislation, regulations and contractual terms.

The outcome of a billing complaint will explain the determination made and, where applicable, any amount that remains payable and the relevant payment arrangements.

8. Service Quality and Fault Complaints

Where a complaint relates to service quality, connectivity, installation, equipment or a fault, e-WISP may first perform remote testing and diagnostics. Where necessary, an onsite support visit may be arranged in accordance with the applicable service terms.

Fault reporting remains available via WhatsApp on 081 353 1903. Customers should provide a detailed description of the problem when reporting a fault.

9. Escalation Within e-WISP

If the customer is dissatisfied with the initial response, the customer may request that the matter be escalated for further review. The customer should quote the original complaint reference number and explain why the proposed resolution is not satisfactory.



10. Escalation to ICASA

If the complaint has not been resolved by e-WISP within 14 working days, or if the customer's response to the complaint is not satisfactory, the customer may refer the matter to ICASA, subject to ICASA's applicable complaints procedure.

ICASA requires consumers to first lodge the complaint with their service provider, obtain a reference number and allow the provider 14 working days to resolve the matter before escalating it to ICASA.

- ICASA Consumer Complaints: consumer@icasa.org.za
- ICASA complaints can also be lodged through the Authority's online complaints process.

Customers should retain all relevant correspondence, complaint reference numbers, invoices and supporting documentation when escalating a complaint.

11. Confidentiality and Personal Information

e-WISP will handle information provided in connection with a complaint responsibly and in accordance with applicable privacy and data-protection requirements. Information may be disclosed where required or permitted by law.

12. Review and Updates

e-WISP reserves the right to review and update this Complaints Procedure from time to time to reflect changes in legislation, regulation, industry requirements, operational procedures or customer-service practices. The latest version will be made available through e-WISP's website.