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I.C.A.S.A. LICENCES – ECS AND ECNS LICENCE:

CODE OF CONDUCT FOR ELECTRONIC COMMUNICATIONS AND ELECTRONIC COMMUNICATIONS NETWORK SERVICES LICENCEES.

KEY COMMITMENTS:

All licensee must:

1. Act in a fair, reasonable and responsible manner in all dealings with the consumer,
2. Ensure that all services and products meet the specifications as contained in their licences and all the relevant laws and regulations;
3. Not unfairly discriminate against or between consumers on the basis of race, gender, sex, age, religion, belief, disability, ethnic background nor sexual orientation;
4. Display utmost courtesy and care when dealing with consumers;
5. Provide consumers with information regarding services and pricing;
6. Provide consumers with guidance in regard to their customer needs, upon request;
7. Keep consumers' personal information confidential;
8. Advise consumers to refer the complaint to the authority.