

Amatole Telecommunications Services (Pty) Ltd
(trading as Easttel)

End User & Subscriber Service Charter

Revised Date: 11 October 2024

1. Introduction

The End-User & Subscriber Service Charter of **Amatole Telecommunications Services (Pty) Ltd, trading as Easttel** ("Easttel"), outlines our commitment to providing high-quality telecommunications services and details the rights and obligations of both Easttel and our subscribers. This Charter adheres to the latest End-User and Subscriber Service Charter Regulations, including the 2023 amendments prescribed by the Independent Communications Authority of South Africa (ICASA).

2. Company Information

1. **Physical Address:** The Pavilion, Dock Road, V & A Waterfront, Cape Town, Western Cape, South Africa
2. **Postal Address:** Cube Space, The Pavilion, Dock Road, V & A Waterfront, Cape Town, Western Cape, South Africa
3. **Customer Care Number:** 021-565 0500
4. **Email Address:** support@easttel.co.za
5. **Website:** easttelsa.com

3. Services Offered

Easttel offers a range of telecommunications services, including but not limited to:

1. Fixed-line voice services
2. Broadband internet services
3. Data connectivity solutions
4. Value-added services
5. Specialist Rural Broadband Solutions
6. Telecommunications Consulting services

4. Service Commitments

4.1 Quality of Service

We are committed to delivering reliable and high-quality services. Our objectives include:

1. **Network Availability:** Aim for at least 99.5% network uptime per month.
2. **Call Completion Rate:** Maintain a call completion rate of at least 70% for domestic fixed line and 55% for domestic mobile calls.
3. **Fault Rate per Access Line:** Keep fault rates below 3% of total access lines per month.

4.2 Service Provisioning Targets

1. **Fixed-line Services Installation:**
 - **Urban Areas:** Within 14 working days from the date of application and payment.
 - **Rural Areas:** Within 30 working days from the date of application and payment.
2. **Service Activation:** Activation upon successful installation and testing.

4.3 Fault Reporting and Resolution

1. **Fault Reporting:** Available during business hours via our Customer Care Number or email.
2. **Response Time:** Acknowledge fault reports within 8 working hours.
3. **Restoration Targets:**
 - **Urban Areas:** Resolve 90% of faults within 48 hours.
 - **Rural Areas:** Resolve 90% of faults within 72 hours.

5. Billing and Payment

5.1 Billing Information

1. **Billing Cycle:**
 - **Broadband and Data Services:** Monthly, in advance, from the first to the last day of the next month.
 - **Voice Services:** Monthly in arrears for the period from the 20th day of the previous month to the 19th day of the current month.
2. **Invoice Delivery:** Invoices are dispatched on the 20th day of each month for the billing cycle related to all services.

- **Voice Usage:**
 1. **Pre-Paid Customers:** Required to maintain a credit balance at all times to access voice services.
 2. **Post-Paid Customers:** Required to lodge a deposit equal to their monthly usage. Invoices issued on the 20th day of each month are due and payable on or before the 25th day of each month for customers electing to pay by EFT or Credit Card, or on the last working day of the month for customers electing to pay by Debit Order.
 3. **Voice Billing Monthly Period:** From the 20th day of the previous month to the 19th day of the current month.
- **Broadband and Other Telecommunications Services:** Invoices are issued on the 20th day of each month for the next month (first day to the last day) in advance. Invoices are due and payable on or before the 25th day of each month for customers electing to pay by EFT, or on the last day of the month for customers electing to pay by Debit Order.

5.2 Payment Methods

1. Electronic funds transfer (EFT)
2. Direct debit orders (debited on the last working day of each month)
3. Credit card payments via the Customer Portal
4. **Note:** Cash payments are not accepted under any circumstances.

5.3 Billing Queries

1. Subscribers may raise billing queries within 30 days of the invoice date.
2. Easttel will investigate and respond to billing queries within 7 working days.
3. Undisputed amounts must be paid by the due date to avoid service interruptions.

6. Subscriber Rights and Obligations

6.1 Subscriber Rights

1. **Access to Information:** Right to clear and understandable information about services, pricing, and terms.
2. **Privacy:** Personal information will be protected in accordance with applicable laws.
3. **Quality Service:** Right to receive services that meet the promised standards.
4. **Redress:** Right to fair complaint resolution processes.

6.2 Subscriber Obligations

1. **Provide Accurate Information:** Supply truthful and current personal and billing details.
2. **Compliance:** Abide by all terms and conditions, including any acceptable use policies.
3. **Timely Payments:** Ensure payments are made by the due date.
4. **Use of Services:** Utilise services for lawful purposes only.

7. Complaints and Dispute Resolution

7.1 Complaint Submission

Subscribers can lodge complaints through:

1. **Customer Care Number:** 021-565 0500
2. **Email:** complaints@easttel.co.za

7.2 Complaint Handling Process

1. **Acknowledgement:** Complaints will be acknowledged within 2 working days.
2. **Resolution:** Aim to resolve complaints within 14 working days.
3. **Escalation:** If unresolved, complaints can be escalated to legal@easttel.co.za.

7.3 External Resolution

If a dispute remains unresolved after internal escalation, subscribers may contact:

1. **ICASA Complaints and Compliance Committee**
 - **Email:** consumer@icasa.org.za
 - **Phone:** +27 (0)12 568 3000/3001
 - **Address:** 350 Witch-Hazel Ave, Eco-Park Estate, Centurion, 0144, Gauteng
 - **ICASA Complaints Website:** <https://www.icasa.org.za/pages/consumer-complaints>

8. Confidentiality and Privacy

Easttel is committed to safeguarding subscriber privacy. Personal data will be collected, used, and disclosed in accordance with the Protection of Personal Information Act (POPIA) and other relevant legislation. Please refer to our Privacy Policy on our website for more details.

9. Amendments to the Charter

Easttel reserves the right to amend this Charter in compliance with regulatory requirements. Subscribers will be notified of significant changes at least 30 days before implementation through appropriate channels.

10. Contact Us

For enquiries or assistance, please reach out to us:

1. **Customer Care Number:** 021-565 0500
2. **Email:** support@easttel.co.za
3. **Website:** easttelsa.com
4. **Operating Hours:**
 - **Monday to Thursday:** 8:00 AM to 5:00 PM
 - **Friday:** 7:30 AM to 4:00 PM
 - **Saturdays & Sundays:** Closed
5. **Emergency Support:** Available 24/7 by calling **043-555 5555**