



WIKIWORX (Tufrtrade 154cc) SERVICE AND INFORMATION

WikiWorx (Tufrtrade 154 cc), hereinafter referred to as “WikiWorx” is an Internet Service Provider, with the sole purpose of providing clients with connectivity solutions by use of the highest quality ICASA approved products and services to ensure Internet connectivity when and where needed, focusing on being a Wireless Internet Access Provider.

WikiWorx offers onsite or telephonic support for IT and Network services and our clients. Our technical support team allows us the opportunity to connect with our clients on a personal level in order to form longstanding partnerships.

- WikiWorx hosts a core voice network for VoIP.
- WikiWorx in agreement with Crazyweb, holds an ICASA license.

CODE OF CONDUCT

1. Key Commitments

WikiWorx will:-

- Act in a fair, reasonable and responsible manner in all its dealings with its customers and potential customers.
- Ensure that all products and services meet the specifications contained in WikiWorx’s license and in all relevant laws and regulations.
- Not unfairly discriminate against or between its customers and potential customers on the basis of race, gender, sex, age, religion, belief, disability, ethnic background or sexual orientation.
- Respect the constitutional right to freedom of speech and expression.
- Display utmost courtesy and care when dealing with its customers.
- Provide its customers and potential customers with information regarding services and pricing.
- Upon request provide its customers and potential customers with guidance in regard to their customer needs.
- Keep its customers' personal information confidential.
- And advise its customers to refer a complaint to the Authority, where WikiWorx has failed to resolve the complaint to the satisfaction of the customers.

2. Consumer rights

Your rights in terms of the services that WikiWorx provides include (without limitation) the right to:

- Be provided with the required service without unfair discrimination.
- Choose the service provider of your choice.
- Receive a copy of this Code of Conduct and Service Charter in English as determined by WikiWorx.
- Access and question records and information held by WikiWorx.
- The protection of your personal data, which includes the right not to have your personal data sold to third parties.
- Lodge a complaint.

3. Minimum service standards offered by WikiWorx

- WikiWorx will endeavor to attain a 100% success rate in meeting your request for a service.
- WikiWorx can be contacted either by phone: 034 9808 279, fax: 086 515 4182 or email: office@ wikiworx.co.za for all customer queries, accounting and service problems.

4. Consumer protection and provision of information to customers

WikiWorx provides the following information on their web site:

- Registered name, email address, telephone numbers and physical address.
- WikiWorx has a website that contains their Code of Conduct, complaints and disciplinary procedure.
- WikiWorx has an **Acceptable Use Policy (AUP)** for their Internet access services. This policy is made available to customers prior to the commencement of any service agreement and at any time thereafter, on request.
- In their dealings with consumers, other businesses, WikiWorx acts fairly, reasonably, professionally and in good faith. In particular, pricing information for services is clearly and accurately conveyed to customers and potential customers.
- WikiWorx comply with all compulsory advertising standards and regulations.

5. Standard terms and conditions

WikiWorx provides access to standard terms and conditions on their web site. These terms and conditions are available to any potential customer prior to the commencement of any contract.

Standard terms and conditions contain:-

- All information and terms relevant to the relationship with the recipient of the service
- A requirement that the customer will not knowingly create, store or disseminate any illegal content
- A commitment to lawful conduct in the use of the services, including copyright and intellectual property rights
- And an undertaking, not to send or promote the sending of spam.

- Standard terms and conditions gives WikiWorx the right to remove any content hosted by a customer which it considers illegal or for which it has received a take-down notice.
- Standard terms and conditions WikiWorx has the right to suspend or terminate the service of any customer, that does not comply with the terms and conditions, *Acceptable Use Policy* or any other contractual obligations.

6. Billing Complaints Handling Procedure

You are required to direct billing complaints to office@wikiworx.co.za. The complaint is required to be accompanied by the following:

- A copy of the bill concerned or the particulars thereof, e.g. the account number.
- The reason for the dispute.
- The amount in dispute.
- Supporting information or documentation, if any.

WikiWorx will reach a determination regarding the billing complaint and communicate its decision to you within fourteen (14) working days of receipt of your complaint; however, we will endeavor to resolve 90% of billing complaints within four (4) working days.

You may approach the Authority for resolution of the dispute, should you not be satisfied with the outcome of the dispute as determined by WikiWorx.

The dispute will be referred to the Complaints and Compliance Committee of the Authority in terms of section 17 (H) of the ICASA Act, in the event that the dispute is not resolved by the Authority itself as contemplated.

7. Complaints handling, resolution and escalation procedure

All complaints other than billing complaints must be submitted to WikiWorx and will be dealt with by WikiWorx in accordance with the provisions of this clause 6.

You are required to afford us an opportunity to resolve a complaint before you approach the Authority.

You are required to direct your complaint to office@wikiworx.co.za. Your complaint should include the following:

- Your name and surname
- Your account number
- The date on which the complaint arose; and
- A brief description of what gave rise to the complaint.

WikiWorx will acknowledge receipt of your complaint within 3 (three) working days of receipt thereof.

WikiWorx will formally resolve your complaint in writing within 7 (seven) working days of receipt thereof, or within a longer period as we may agree to under circumstances, where the resolution of

the complaint is for example (but without limitation) in the hands of a supplier or third party service provider.

You may approach the Authority, for resolution of the dispute, should you not be satisfied with the outcome of the dispute as determined by WikiWorx.

The dispute will be referred to the Complaints and Compliance Committee of the Authority in terms of section 17 (H) of the ICASA Act in the event that the dispute is not resolved by the Authority itself as contemplated in clause 6.5.

8. Unsolicited communications (“spam”)

WikiWorx does not send or promote the sending of unsolicited bulk email and does take reasonable measures to ensure that their networks are not used by others for this purpose. WikiWorx does also comply with the provisions of section 45(1) of the ECT Act, and does not send or promote the sending of unsolicited commercial communications, that do not comply with the provisions of section 45(1) of the ECT Act.

WikiWorx provides a facility for dealing with complaints regarding unsolicited bulk email and unsolicited commercial communications that do not comply with the provisions of section 45(1) of the ECT Act originating from their networks and does react expeditiously to complaints received.

9. Cyber crime

WikiWorx takes all reasonable measures to prevent un-authorized access to, interception of, or interference with any data on their network and under their control.

10. Protection of minors

- WikiWorx takes reasonable steps to ensure that they do not offer paid content subscription services to minors without written permission from a parent or guardian.
- WikiWorx provides Internet access customers with information about procedures and software applications which can be used to assist in the control and monitoring of minors' access to Internet content. This requirement does not apply to corporate customers where no minors have Internet access.
- Where a minor to use any of the WikiWorx`'s services or access its websites, the parent/legal guardian of the minor are fully responsible for: the minor's online conduct; controlling the minor's access to and use of any services or websites. The consequences of any misuse by the minor, including but not limited to transactions entered into by the minor using such access, is the full responsibility of the parent/legal guardian.
(Please refer to our Acceptable Use Policy – “Protection of minors”)

11. Lawful conduct

- WikiWorx conduct themselves lawfully at all times and co-operate with law enforcement authorities where there is a legal obligation to do so.
- WikiWorx respects intellectual property rights and not knowingly infringe such rights.

- WikiWorx uphold and abide by this Code of Conduct and adhere to the associated complaints and disciplinary procedures.

12. Unlawful content and activity

- There is no general obligation on WikiWorx to monitor services provided to customers, but WikiWorx is obliged to take appropriate action where it becomes aware of any unlawful content or conduct.
- WikiWorx does not knowingly host or provide links to unlawful content.
- If WikiWorx becomes aware of conduct or content which has been determined to be illegal, it will suspend or terminate the relevant customer's service and report the conduct or content to the relevant law enforcement authority.

13. Compliance with the Code of Conduct

- WikiWorx will investigate complaints made in accordance with this Code of Conduct, unless such complaints are frivolous, unreasonable, vexatious or in bad faith.
- WikiWorx will make all reasonable efforts to resolve complaints in accordance with the complaints procedure.

14. Provision of Information

Information regarding the broad range of services, products and packages on offer, the tariff rates, charges and fees applicable to WikiWorx 's services, products and packages as well as the terms and conditions applicable to WikiWorx services, products and packages, WikiWorx privacy and confidentiality policy WikiWorx payment policy and relevant contact details are available:

- On our homepage at *www.wikiworx.co.za*
- On the application forms required to be completed in order to receive a service
- Our billing and complaints handling procedures are contained in this Code
- We will provide you with an itemized bill or invoice on request.

Your application for a service or product may be subject to a credit referencing or risk assessment process. This means that WikiWorx may request and receive your Confidential Information, Consumer Credit Information and Prescribed Information (as defined in the National Credit Act, 2005) ("Assessment Information") from registered credit bureaus in order to perform a financial means test, in order to determine whether you will be in a position to meet your obligations under the intended agreement.

WikiWorx is entitled to perform a financial means test each time when you apply for a service/ product and package.