

FORM 7 A

CODE OF CONDUCT FOR ECS AND ECNS (I-ECNS, C-ECNS, I-ECS and C-ECS)

This Form should be submitted in accordance with the Regulations in respect of the Code of Conduct for ECS and ECNS Licensees published in terms of sections 69(1) of the Act.

This Form should be submitted bi-annually in accordance with the Licensees Financial Year.

Name of Licensee	
Licence/s held	
Date submitted	
Period under review	
Website where CoC published	

Section A

- Licensee to complete the form below and confirm that the requirements have been addressed in respect of the licensee's abridged version of the Code of Conduct and any other supporting documentation (where applicable) to be provided by the licensee.

Mark with an "X" where applicable	Code of Conduct Requirements	Description of how a licensee has complied with these requirements	Provide information on the supporting documentation which addresses these requirements (attach proof of compliance)
	Publication of Code		
	Use of official languages		
	Inform customers about their rights		
	Inform customers of broad range of services/products		
	Publication of applicable tariffs and fees		
	Contract terms and conditions		
	Protection of consumer confidentiality		

	Charging, billing, collection and credit practices		
	Complaint handling process and procedure		
	Applicable remedies for defective products		
	Operational/implementation and evaluation process		

2. List the languages available at service centres

	Afrikaans		XITsonga
	English		SeTswana
	IsiNdebele		TshiVenda
	SePedi		IsiXhosa
	SeSotho		IsiZulu
	IsiSwati		

3. Total number of languages available:

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4. I,, in my capacity as hereby verify that the information provided is true and correct.

5. Signature

Signature			
Designation		Date	