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KUUH INTERNET SERVICES CODE OF CONDUCT

Document Control

Company: Kuuh Internet Services (Pty) Ltd | Registration No. 2023/676383/07

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Policy Owner: Business Operations & Governance Manager | Approved By: Managing Director

Effective Date: 01/03/2025 | Next Review Date: 12/08/2027

Website: www.kuuh.co.za

1. Purpose and Regulatory Basis

This Code sets the standards Kuuh Internet Services (Pty) Ltd (KUUH) follows when marketing, supplying and supporting its electronic communications services. It protects customers, promotes clear service information and supports compliance with KUUH's ICASA licence conditions, the ICASA Code of Conduct Regulations, the End-User and Subscriber Service Charter Regulations, RICA, POPIA and other applicable laws.

2. Company and Services

- 2.1 KUUH holds ICASA Electronic Communications Service (ECS) and Electronic Communications Network Service (ECNS) licences.
- 2.2 KUUH provides uncapped, prepaid, month-to-month fibre internet services to residential buildings within its service and approved wayleave areas, including parts of Sunnyside, Arcadia and Pretoria Central.
- 2.3 Service availability depends on building coverage, network capacity, wayleave or access approval, and technical feasibility.
- 2.4 Current packages, speeds, prices and applicable fees are published at www.kuuh.co.za and are available from KUUH Support.

3. Guiding Principles

KUUH is committed to:

- 3.1 Fairness and transparency — providing clear information and avoiding misleading practices.
- 3.2 Customer rights — treating customers respectfully and protecting their privacy and confidential information.
- 3.3 Regulatory compliance — complying with licence conditions and applicable legislation.
- 3.4 Service quality — managing services, installations and faults through defined operational processes.
- 3.5 Accessibility — making customer information, policies and support channels reasonably accessible.

4. Marketing and Customer Information

- 4.1 KUUH requires marketing and advertising to be clear, accurate and not misleading.
- 4.2 Sales representatives must provide accurate information about coverage, packages, pricing, contract terms, installation requirements and any applicable charges.
- 4.3 A customer must be given an opportunity to review the applicable Terms and Conditions before accepting a service.

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4.4 KUUH will not represent that a service, installation date, speed or outcome is guaranteed where it remains subject to coverage, capacity, technical checks or approval.

5. Service Provision, Contracts and Equipment

- 5.1 Customer sign-up is completed through the KUUH App or with authorised assistance from the Sales Team. Customer and service records are maintained in approved operational systems.
- 5.2 Required customer information and valid RICA documentation must be provided before service activation.
- 5.3 The applicable Terms and Conditions must be accepted electronically before activation.
- 5.4 Installation and activation are subject to payment, RICA completion, access, technical feasibility and successful provisioning.
- 5.5 KUUH-supplied ONT/CPE equipment remains KUUH property unless ownership is transferred in writing or the equipment is purchased in accordance with the Terms and Conditions.
- 5.6 If KUUH-supplied equipment is reported as defective, KUUH will assess it. A confirmed defect not caused by customer damage, misuse or unauthorised interference will be handled in accordance with the applicable Terms and Conditions.

6. Billing and Payment

- 6.1 Prices, recurring charges and fees are communicated before activation and shown in the KUUH App or the customer's sign-up information.
- 6.2 Customers receive invoices or account information through the KUUH App or a channel communicated directly by KUUH.
- 6.3 KUUH does not knowingly apply charges that are not authorised by the customer agreement or permitted by law.
- 6.4 Customers may query invoices, payments or account balances through KUUH Support. KUUH records and investigates billing disputes through its support process.
- 6.5 Payments must be made only through the authorised payment channels shown in the KUUH App or communicated directly by KUUH.

7. Customer Support and Complaints

Customers may contact KUUH through the following official channels:

- Email: info@kuuh.co.za
 - Formal complaints: complaints@kuuh.co.za
 - WhatsApp: +27 82 397 6799
 - KUUH App: Account → Contact & Support
- 7.1 KUUH records and tracks queries and complaints received through the channels listed above.
 - 7.2 KUUH acknowledges formal complaints within 24 hours and provides a complaint or ticket reference where applicable.
 - 7.3 KUUH aims to resolve complaints as promptly as reasonably possible. The customer will be updated where investigation, technical work or further information is required.
 - 7.4 A complaint may be escalated internally to the Support & Field Manager and then to the Business Operations & Governance Manager.
 - 7.5 If the complaint is not resolved within 14 working days, or the customer is dissatisfied with KUUH's final response, the customer may refer it in writing to ICASA after completing KUUH's internal complaint process. ICASA's complaint procedure is available at www.icasa.org.za/pages/consumer-complaints-procedure.

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8. Service Quality and Network Performance

- 8.1 KUUH monitors network availability and individual service status using approved operational and network-monitoring systems.
- 8.2 Service faults are logged, investigated and escalated according to their nature, impact and urgency.
- 8.3 KUUH informs affected customers of planned maintenance or significant service interruptions when advance notice can reasonably be given.
- 8.4 Service quality can be affected by power interruptions, upstream services, building infrastructure, Wi-Fi conditions, customer equipment, third-party platforms and circumstances beyond KUUH's reasonable control.

9. Confidentiality, Privacy and Customer Records

- 9.1 KUUH processes personal information in accordance with POPIA and its Privacy Policy.
- 9.2 Customer information is collected for lawful service, billing, support, security and regulatory purposes and is protected through appropriate organisational and technical safeguards.
- 9.3 Personal information is shared only where permitted by law, required for service delivery, or authorised by the customer, subject to appropriate controls.
- 9.4 The Managing Director is the registered Information Officer. The Business Operations & Governance Manager is the registered Deputy Information Officer.
- 9.5 Customers may request information about privacy rights or access to records through info@kuuh.co.za or the contact details in KUUH's published PAIA Manual.

10. Accessibility and Language Assistance

- 10.1 This Code, the Terms and Conditions, the PAIA Manual, the Privacy & POPIA Policy and current service information are available on www.kuuh.co.za.
- 10.2 This Code is published in English. A customer who requires reasonable language or accessibility assistance may contact KUUH Support, and assistance will be provided where reasonably available.
- 10.3 Customers with disabilities or other accessibility needs may request assistance through KUUH's official support channels.



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11. Compliance, Training and Oversight

- 11.1 The Business Operations & Governance Manager coordinates compliance with this Code and applicable ICASA obligations.
- 11.2 The Information Officer and Deputy Information Officer oversee POPIA and PAIA compliance in accordance with their registered responsibilities.
- 11.3 Employees, sales representatives, agents and contractors receive training or guidance relevant to their duties.
- 11.4 KUUH maintains supporting customer, billing, installation, support and complaint records in accordance with applicable operational and legal requirements.

12. Enforcement

- 12.1 Employees, agents and contractors acting for KUUH must comply with this Code and the policies and procedures applicable to their work.
- 12.2 KUUH investigates suspected non-compliance and may take corrective, contractual or disciplinary action where warranted.
- 12.3 A customer who believes this Code has been breached may lodge a complaint through the process described in section 7.

13. Review, Publication and Approval

- 13.1 This Code is reviewed at least annually and earlier where a material legal, regulatory or operational change requires review.
- 13.2 Approved updates are published on KUUH's website and communicated where necessary.

Approved by: Business Operations & Governance Manager

Signature: _____ Date: 12/08/2026