

Kuuh Internet Services – Code of Conduct

1. Purpose

This Code of Conduct explains the principles and rules that guide Kuuh Internet Services (Pty) Ltd (“Kuuh”) in providing services to our customers.

Our goal is to ensure that every customer is treated fairly, transparently, and in line with South African regulations, including ICASA's End-User and Subscriber Service Charter, RICA, and POPIA.

2. Guiding Principles

We are committed to:

1. **Fairness & Transparency** – providing clear and honest information.
 2. **Customer Rights** – protecting your privacy and treating your data with care.
 3. **Regulatory Compliance** – following ICASA licence conditions and all laws.
 4. **Service Quality** – delivering reliable, high-quality internet services.
 5. **Accessibility** – making our Code and policies easy for you to access.
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3. Marketing & Sales

- All marketing and advertising is clear and not misleading.
 - Door-to-door sales agents are trained to comply with this Code.
 - Customers receive accurate information about products, prices, contracts, and installations.
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4. Service Provision & Contracts

- Services depend on the availability of network infrastructure.
 - Customers are onboarded through the **Kuuh App**, with details securely recorded.
 - Valid **RICA documents** are required before service activation.
 - Terms & Conditions must be accepted electronically before activation.
 - Copies of this Code, Terms & Conditions, and our POPIA Policy are available on request.
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5. Billing & Payment

- All charges are transparent and communicated before service begins.
 - Billing is handled through our CRM and is fully auditable.
 - Customers receive clear invoices.
 - No unauthorised charges are applied.
 - Customers may query bills through our support team. Disputes are handled according to ICASA rules.
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6. Customer Support & Complaints

- Kuuh provides a dedicated support team for queries, technical issues, and complaints.
 - Support channels include:
 - Email – info@kuuh.co.za
 - WhatsApp - +27 82 397 6799
 - Logging a ticket via the Kuuh App
 - In-person visits (field technicians)
 - All complaints are logged and tracked in our CRM.
 - Complaints are acknowledged within **48 hours** and resolved within ICASA's required timeframes, unless otherwise agreed.
 - If unresolved, complaints may be escalated to:
 1. Network Manager
 2. Operations & Compliance Coordinator
 3. ICASA (if necessary)
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7. Quality of Service & Network Performance

- Our network is continuously monitored.
 - We track uptime, installation times, and fault resolution.
 - Customers are notified of planned maintenance or major interruptions.
 - Network incidents are managed and escalated according to internal procedures.
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8. Confidentiality & Privacy

- Kuuh complies fully with **POPIA**.
 - Customer information is collected only for legitimate business needs and stored securely.
 - Information is never shared without consent, unless required by law.
 - The Operations & Compliance Coordinator serves as Information Officer for POPIA compliance.
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9. Compliance & Oversight

- The Operations & Compliance Coordinator oversees compliance with this Code and ICASA obligations.
 - Staff and sales agents receive training on compliance, RICA, and POPIA.
 - This Code is reviewed every year to ensure it remains up to date.
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10. Accessibility

- This Code is available on the Kuuh Internet Services website www.kuuh.co.za.
 - Customers may also request a copy at any time.
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11. Enforcement

- Kuuh employees, agents, and contractors must comply with this Code.
 - Customers who believe this Code has been violated may lodge a complaint as described in Section 6.
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12. Updates

This Code is reviewed annually. Updates are published on our website and communicated to customers when necessary.