
CUSTOMER SERVICE STANDARDS, GUIDELINES AND PROCEDURES FOR ENQUIRIES, COMPLAINTS AND DISPUTES

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1. SERVICES OFFERED BY ETL

ETL operates wireline and wireless services from different technology platforms providing national and international voice, data and network services. ETL therefore provides a wide range of communications services and products including national and international Network Services, Voice and Data to corporate companies and individual subscribers in the form of prepaid and postpaid contracts terms. ETL also provides connectivity to its network using various technologies such as GSM, ADSL (Copper) and Gpon (Fibre). The services include Fixed & Mobile Internet solutions, Fixed & Mobile voice services, gadgets, and Value Added Services.

ETL further provides mobile money services branded Ecocash and insurance solutions dubbed Ecosure through its mobile technology platform. Ecocash is a mobile money transfer service provided through an agency network whereas Ecosure is a life insurance product underwritten by the Lesotho National Life Assurance Company Both services are regulated by the Central Bank of Lesotho.

Should you require more information on these services or their proper use, please contact ETL Customer Care. Informative brochures are available from ETL shops and affiliate partners. Additional information source of reference is the ETL website.

2 STANDARDS OF CONDUCT

ETL shops and agents are expected at all times to:-

- Provide efficient and effective service to all subscribers and customers.
- Employ such qualified staff as will properly provide for the needs of the network customers, contract subscribers, potential subscribers and prepaid customers.
- Provide customers and potential customers with:
 - Proper instruction in the operation and maintenance of any subscriber equipment and in the operation of value-added services;
 - Reasonable and adequate customer care and efficient and competent installation, and after sales service.(it must be noted however that maintenance of handsets will only be effected on equipment purchased through ETL channel.)
- Comply with all requirements of the ETL's Operation of mobile Systems and the Provision of Mobile Services licence (licence) as amended; which are applicable to ETL.
- Comply with any instructions given by ETL in relation to the method of allocating subscriber numbers or SIM cards to subscribers.
- Comply with all requirements of the ETL's Operation of fixed network systems and the Provision of fixed network services licence (licence) as amended; which are applicable to ETL.
- Comply with all regulations and standards for the provision of the services as issued by the Lesotho Communications Authority and/or the Central Bank of Lesotho.

- Make freely available to the public the standard prices, terms and conditions upon which they provide ETL services to subscribers and potential customers.
- Maintain a suitable quality management system, which meets the requirements of ETL in order to demonstrate proper control of the provision of services to subscribers.
- Afford customers the opportunity to resolve complaints in respect of the services by way of procedures established or prescribed in terms of the licence or as agreed with Lesotho Communications Authority and/or the Central Bank of Lesotho.
- Use all reasonable endeavours to ensure that information obtained or received in the provision of ETL service, is kept confidential and is not disclosed or made accessible to third parties, or used otherwise than for the purpose of the furtherance of the ETL services, unless such information is freely available to the public or is required by law or in terms of the licence.
- To the extent required by the licence, not show any undue preference to, or exercise undue discrimination against a person or class or description of persons in respect of provision of any ETL service.
- Comply with the code of practice for customer affairs as prescribed by ETL, the Lesotho Communications Authority from time to time.

3. THE ROLE OF ETL AND ITS DISTRIBUTION AGENTS TO THE CUSTOMER

ETL, its Agents and its distributors sell and distribute various ETL products and services to ETL customers' countrywide. In certain areas, agents and distributors are the first line of contact for procurement, service queries and assistance for the various services.

Services and Products provided include, Corporate Customer Premises Equipment such as PABX's, Connectivity to the ETL network through wireline and / or wireless technologies. To private customers it provides Airtime in physical and electronic Recharge Vouchers, Starter (SIM) packs and Terminal equipment (handsets, modems etc). Airtime is distributed in the form of physical vouchers that are pin based and pin-less based, giving the bearer of the airtime use of the airtime at approved tariffs. Airtime vouchers are distributed in fixed amounts and every airtime voucher has a serial number and pin code while pin-less vouchers are offered in denominations of multiples of one (M1)

Ecocash and Ecosure are accessible and available to ETL customers through registration or subscription to a specific number/ USSD string assigned to such a service. There are terms and conditions applicable to both services by which a customer agrees to upon subscription or registration to the service. These terms are available & accessible on the ETL website and on print media e.g brochures.

In order to provide easy access to the services provided by ETL, ETL has service centres across the country where new and existing customers can get assistance with respect to any issues relating to the services provided by ETL. Such centres are managed directly by ETL . These include customer

queries & complaints, receipt & payment of bills, services, faults and resolution thereof. All the parties providing these services are at all times committed to compliance with the applicable laws, license authorisations and trading authorisations issued by the appropriate authorities within the Kingdom of Lesotho.

3.1. ETL'S ROLE TO CORPORATE CUSTOMERS

ETL provides Customer Premises Equipment of varying sizes & capacities to meet the requirements of its corporate clientele. Customers have the right at their own option to procure such equipment directly from suppliers. Any equipment sourced directly is however subject to technical compatibility with the with ETL connectivity requirements. Where ETL procures such equipment, the terms and conditions thereof are agreed and signed off with the customers including delivery and installation periods as well as the relevant tests and sign off before commissioning of the services with ETL. This is supplemented by Maintenance and services agreements to ensure proper functioning of the equipment provided. ETL is at all times committed to procuring optimal deals for its customers.

In order to access the telecommunications services which are the core business of ETL, customers are further provided with connectivity suitable for their requirements including transmission and bandwidth for delivery of data services using various technologies to and from any moving and or stationary equipment.

3.2 SERVICING CORPORATE CUSTOMERS

Econet Business division is responsible for both initiating contacts, sales and providing after sales support to corporate customers or key accounts. These include Embassies, Government Ministries, Business Corporates, Parastatals, Educational Institutions, Non-Governmental Organisations as well as Small, Micro and Medium Enterprises. Each key account is assigned a key account manager who is the 1st line of contact for all issues relating the account. Corporate Clients are serviced through the ETL contact centre during normal working hours and to the National Operations Centre for after hours service.

All Key accounts have Service Level Agreements with ETL stipulating conditions of service and fault maintenance. These Agreements also provide for penalties in the event that ETL fails to meet agreed service targets. Service Delivery timelines are also regulated under the Lesotho Communications Authority issued Guidelines.

3.3 SERVICING NETWORK CUSTOMERS

3.3.1 Econet Telecom Lesotho (ETL) provides Network Support, Maintenance and Repair Services of its Equipment in proper working order in accordance with the manufacturer's specifications. Maintenance includes, but not be limited to, software upgrades (where applicable) preventative

maintenance determined by ETL, adjustments and replacement of parts as deemed necessary by ETL.

3.3.2 Parts supplied to the Client by ETL will be supplied on an exchange basis and the replaced parts become the sole and exclusive property of ETL, where the equipment is provided by ETL but the Customer is not precluded from procuring its own equipment subject to the connectivity compliance requirements to the ETL network.

3.3.3 Contracts are generally based on terms and conditions with customers for the duration of periods ranging from One (1) to five (5) years during which ETL provides services in accordance to the terms and conditions as signed with the Customers. These generally include Service Level Agreements (SLA) and Specific Customer Obligations for safety and security of its network while servicing such customers and management of faults as well as responsibilities for various components of the equipment involved in the provision of the said services. In order to secure timely provision of services, penalty clauses are provided for in such SLA's to protect the customers against ETL's failure to meet its service delivery obligations.

3.3.4 In order to cater for different areas where services are provided and response times taken to repair faults, the regions of the country are divided into regions for which specific response times are tailored to account for travelling time.

4. CUSTOMER CARE

4.1 The ETL Contact Centre is the first point of reference for the customer on all customer care issues. This office assists customers on a daily basis between the hours of 06:00 and 10:00 pm. The specific numbers for contact on any service assistance provided by ETL are outlined in Annex 1 to these guidelines. All the calls to the call centre are free of charge.

5. PREPAID CUSTOMERS

5.1 THE PREPAID SIM CARD CERTIFICATE

It is of importance that a customer keeps the prepaid certificate in a safe place in order to refer back to it, should they need their PUK number, PIN number, a SIM replacement etc. The prepaid certificate and/or SIM Registration will serve as proof of ownership in the event of the prepaid SIM being lost, stolen and defective, or when any passwords or PINs have to be reset. It may also be required for call data records. It is important to note that call data records can only be released in accordance to the applicable laws relating to confidentiality of services provided by Communications Operators in Lesotho.

Please note that neither ETL nor its agents shall be liable for any loss or damage arising from the loss of the Prepaid Certificate.

5.2 PREPAID SIM CARD REPLACEMENT PROCEDURE

Should a prepaid customer need to replace his SIM card, he should contact ETL, to replace the SIM card. The registration of the SIM should be available as proof of ownership of the prepaid SIM card. The customer will also be required to bring their identity documentation for purposes of verifying their identity and will be reconnected to the ETL network promptly through the approved ETL SIM swap procedure.

Customers must be aware that the data on any SIM lost and replaced by ETL cannot be retrieved, and/or provided by ETL other than the respective SIM number of the customer.

In the event that such a certificate is lost a ETL verifies authenticity of claims through SIM registration, recent call & recharge history which the subscriber must be able to provide prior to replacement of the SIM.

Note:

Ecocash and Ecosure services are not affected by the replacement of a SIM as both services are linked to the specific number save that for Ecosure, the policy will be cancelled if no payment is made for two (2) consecutive months.

5.3 PREPAID MODEMS

Prepaid modems are bought by the customer and paid in full upfront before the customer can be connected to the network save where there is an approved promotion to the contrary. They remain the property of the customer. A lost or damaged modem is replaced at the customer's cost.

In the case of modems that operate with a simcard, the procedure indicated above for simcard replacement will apply.

6. GENERAL CONDITIONS - ALL CUSTOMERS

6.1. GENERAL CONDITIONS – CHARGES, TARIFFS AND BILLING

Tariffs for telecommunications services are regulated by Lesotho Communications Authority (LCA) whereas EcoCash and EcoSure are regulated by the Central Bank of Lesotho (CBL) which provides customer transaction limits imposed on customers. All ETL tariffs relating to communications services must be lodged with the Authority.

Approved tariffs **must** not be exceeded **nor** lowered. ETL publishes brochures that contain ETL's prevailing tariffs that are always in accordance with the approved tariffs. Such Tariffs are also published on the ETL website as well as Brochures that may be issued by ETL from time to time. These brochures are subject to amendment from time to time and are available, at all ETL service centres and outlets. You may visit the ETL website for more information. (www.etl.co.ls)

6.2. THE CHARGING AND BILLING PROCEDURE

6.2.1. CHARGING

ETL is entitled to charge connection charges, monthly access charge, charges per call/data download (megabytes) as well as for additional services. ETL may also in certain circumstances, require the payment of a deposit before a customer is connected to the network. This deposit is a contractual fee between the customer and ETL and it is related to risk management. It therefore does not form part of the charge related to the provision of the communication service and is thus not regulated. For an updated summary of charges, please call ETL Customer Care or visit the ETL website.

It should be noted that each communications network (ETL and Vodacom Lesotho) has its own toll free numbers, a number that is toll-free on one network may be charged for one another. The network on which the call originates determines whether a toll-free number dialled, will in fact be free of charge. Please contact ETL customer care for details of toll-free services on the ETL network.

6.2.2. BILLING

6.2.2.1 Prepaid:

Prepaid users should note that, should the airtime window expire, ETL is not expected to reinstate or refund any lost credit. The onus is on the subscriber to monitor the airtime window period. The customer can call customer care line at the numbers outlined in Annex 1 of these guidelines that can be accessed by both wireline and mobile subscribers. Other service numbers for mobile GSM subscribers are short codes for use by subscribers for specific services are (i) 133 for recharge, (ii) 134 balance enquiry, voicemail retrieval (iii) 123, Airtime Transfer (iv) 125, Call Back (v) 181, (vi) roaming activation 197 and for wireline short codes are (i) 120 for recharges, (ii) balance enquiry 121/2, (iii) voice mail retrieval 123.

A PREPAID CUSTOMER MAY REQUEST A PRINT OUT OF HIS / HER CALL HISTORY WHICH CAN BE PROVIDED BY ETL AT ITS DISCRETION UPON PAYMENT OF THE PRESCRIBED FEE. THIS IS **ONLY** PROVIDED UPON PROOF OF IDENTITY OF THE REQUESTING SUBSCRIBER AS THE OWNER OF THE SIM IN QUESTION.

6.2.2.2 Contract:

ETL will be able to advise you specifically on the charges for your use of its network. Nevertheless, you will generally be billed monthly for access/subscription charges, call charges and operator service charges. Charges for subscriber equipment, additional apparatus and additional services may also be incorporated on the same bill, but will be identified separately.

ETL as part of the service provided to you can on a monthly basis provide you with a personalised account with itemised call charges/data usage charges which will usually include the following detail for each call, made (for call charges):

- The date and time of the call
- The number called
- Duration of the call
- The total charge for that call

The subscriber can when applying for the service specify the requirement for itemised which shall be availed on a monthly basis for the prescribed fee. However a subscriber who has not applied for the service has the right to do so at any time during the duration of the contract provided that such shall be subject to proof of identity relating to ownership of the line.

6.2.2.3 For Data usage bill information will include

- The date and time of the connection
- The duration and Volume of the connection
- Total charge of each connection

6.2.2.4 Network Access bill information

Network access customers are invoiced on a monthly basis depending on the type of contract that they have with ETL. Customers must make sure that their invoices are well in accordance with their contract. This is usually in the form of monthly charges that the customer has contracted with ETL.

6.2.2.5 Ecocash

A Customer is charged per transaction in accordance with the approved Tariffs. There are no monthly bills for this service.

6.2.2.6 Ecosure

Premiums are paid every month beginning from the 1st of the month, then every day till the last day of the month. Premiums payable in terms of the policy subscribed to by a customer are deducted from the Customer's airtime balance or EcoCash balance.

6.3. PAYING YOUR BILL

Bills should be paid promptly to ETL. Bills are due on or before the date specified on your bill or in your contract with ETL. Such payments can be at the service centres or through direct debits from the customers' respective banks, where such customers have made such arrangements with ETL. If you are placed with a bill which as a result of unusual domestic or business circumstances, you are unable to pay in full, when it is presented, you should contact your key account manager, or the nearest ETL office to arrange for a payment plan. **This plan must be reduced to writing, and signed off between you as the customer and the ETL official handling your request. Customers should ensure that any documents purporting to originate from ETL authorising and or giving consent to any payment plan have the respective logo of ETL and specify the name and designation of the official WHO GAVE THE consent to such arrangements as well as the date thereof.** This may prevent disconnection of your service, as well as further legal action being taken against you to recover the outstanding payment. However, steps taken in this regard would be entirely at the discretion of ETL.

If an Ecosure customer fails to make payment for three (3) consecutive months, the policy is cancelled and a cancelled policy cannot be reinstated. Consequently, such a customer will be required to take up a new policy with new waiting period if he/she wishes to continue with the service. This notwithstanding, Econet will nonetheless send an SMS notification to such a customer before the policy is cancelled.

6.4. BILLING ENQUIRIES

Queries in respect of calls connected by ETL will be checked from our record of faults and the toll ticketing system which recorded your call. If fault affecting the charge for the call is found, your bill will be adjusted accordingly. ETL endeavours to ensure that the billing information supplied is complete and accurate.

All enquiries with regard to a bill or an account should be directed to the respective Key Account Manager (where applicable) or to ETL's credit control department. Please note that should you request a personalised account with itemised call charges, for enquiry purposes, ETL may charge you an additional charge up to the approved tariffs. Furthermore, as indicated above, a personalised account is not available to prepaid customers.

Billing queries for Ecocash and Ecosure shall be referred to or logged at 100.

6.5. RECONNECTION OF SERVICE

If you have been disconnected due to your default to pay your bill, a reasonable fee may be charged to reconnect you after payment of money in arrears. These fees are to cover the administration related to the disconnection and/or reconnection, subject to the contract between you and ETL. ETL has the right to refuse to reconnect you to the service in the case where the disconnection occurred

on the grounds of your default to pay your bill. It may also require that you pay a security deposit prior to reconnection, which deposit relates directly to risk management. Subject to the above please note that ETL may not charge a disconnection and/or reconnection fee if you have given due notice of cancellation upon expiry of the initial contract period and or any subsequent extensions thereof.

If you are of the opinion that you have been wrongfully disconnected or charged for disconnection and/or reconnection you should complete a Customer Complaint Form explaining the circumstances to ETL. If found to be the so, ETL will arrange to adjust your next bill. Please note that the disconnection and reconnection fees are contractual fees levied by ETL in terms of your contract and are therefore not regulated and not subject to approved tariffs.

Ecocash and Ecosure services will not be available on disconnected or suspended lines as they use USSD. Ecocash will be available to the customer upon reconnection. However, Ecosure's availability after reconnection is subject to the Customers policy not being overdue by a period not exceeding three (3) consecutive months.

7. FAULT MANAGEMENT SERVICES

7.1 Handset users

Faults in the ETL network relating to voice services should be reported to ETL customer care. Such faults are likely to be in one area and service will probably be restored if you move to an area covered by another radio base station. Should the customer care operator not be able to assist you, they will log a fault electronically. The internal fault management procedure stipulates that you will be contacted no later than 24 hours after reporting a fault. This will be via your cell phone or alternatively via a text message or email Any subscriber can also log a fault by using *100*99#.

Before reporting a fault on the network, try to make a call using another cellular phone connected to the ETL network. If you are successful, it is likely that it is your subscriber equipment or associated apparatus that is faulty. Under its licence, ETL is only responsible for maintaining the ETL network. Phone unit faults should be reported to your fault repair service or to whoever supplied you with a phone or to the manufacturer. Please read your contract to determine whether a guarantee or a separate maintenance contract covers the equipment. If not you will be required to pay for the work done in correcting the fault.

7.2 Modem users

If you are using any other equipment to which your modem is connected please contact the nearest ETL service centre to complete a Customer Complaint form for assistance with trouble shooting to identify the source of the problem. You will thereafter be contacted within a period of 48 hours (during working days) on the details provided by you on the said form for due advise / and or resolution of the fault.

If the problem is as a result of any ETL related software sourced equipment, the fault will be rectified within a period not exceeding 20 days and / or arrangements for substitution and or loan facility for the equipment with the fault will be discussed and signed off with you.

7.3 Network Access

ETL remains responsible for maintenance of the portion of the service which is under its direct control and within its domain. ETL will therefore not be liable for faults found to be the responsibility of other links even though assistance with fault clearance will always be available. Furthermore, where a fault has been detected, an ETL technician will be sent to attend to the problem as soon as the fault is detected, in any case within 48 hours.

Where the customer detects a fault, they must contact ETL Customer Care to report the same. The reporting customer must give full details of their link. The customer may claim credit for each outage where the down time exceeds the specified downtime in their customer services contract.

8. QUALITY OF SERVICE RELATED TO ETL NETWORK SERVICES

ETL measures network quality according to the following parameters:

Network availability, call setup success rate, handover success rate, traffic channel congestion, call retention rate and others according to ITU standards. We consistently aim for a network availability of 99.5%, a call setup success rate of 98% and a call retention rate of 98%.

9. WHAT TO DO WHEN THE ETL SERVICE IS UNAVAILABLE

ETL Customer Care always has information on all service affected problems on the network when detected by the Network Operations Centre (NOC). Whenever ETL Customer Care is aware of a disruption in service, all the managers will be informed of both the status of the break in service and if possible when the service is expected to be available again.

In the event of unavailability of the ETL service, please contact ETL Customer Care to inform ETL of the problem and to get more information on the said service unavailability.

Network Access users

Service Level Agreements are signed with all network service users which define the points of contact for resolution of faults relating to access to the ETL network. Users of these services are therefore required to contact the specified contacts at the ETL offices to log their requests for resolution of faults.

10. COVERAGE

The areas where ETL provides coverage are indicated on the ETL coverage maps. The coloured areas indicate where in most circumstances, it should be possible to make and receive calls on the ETL network using a 2 watt cell phone. Coverage in peripheral areas may still be found some distance beyond the areas shown on the map. There are small areas where service may be adversely affected or obtainable due to building structures and topographical and other factors. While outdoor coverage using a hand held portable is generally assured, indoor coverage is dependent on the building structure and the signal loss it carries. ETL updates the coverage map on a regular basis. The most recent copy of the ETL coverage is available on your service provider or on ETL's website. Data coverage maps are also available. In such areas, users of other terminal equipment can also be able to log on to the ETL Internet subject to the varying speeds related to signal strength.

Ecocash and Ecosure are available where ETL has coverage as these services ride on the ETL network. However, as a customer is not required to be an Econet customer or register for the service to receive money through Ecocash, VCL subscribers can receive an SMS notification where there is VCL coverage though in order to cash out the money, such a customer must be in an area where there is ETL coverage.

11. ENQUIRIES, QUERIES, COMPLAINTS AND DISPUTE PROCEDURES

11.1 GENERAL

The query/enquiry/complaint will be attended to in a professional manner and within a specified period. The quality of information disclosed should be relevant, applicable correct and up-to-date. Should you as the customer not be satisfied with the response you have the right to ask for the Customer Complaint Form for completion as outlined under 11.3.2 below.

11.2 ENQUIRIES, QUERIES AND COMPLAINTS

ETL wants to provide its customers with the best Customer Experience, it wants to know when you are dissatisfied with the service you receive, in order for us to try to rectify matters. Therefore, where you have a grievance, query or a complaint on any aspect of ETL services or network, you should first contact ETL, either by phoning or going to one of its service centres. Should you not be satisfied with the response received, please follow the complaints and dispute procedure as set out below. All enquiries should be directed to ETL. Either by phoning or going directly to one of our offices or Service Centres. You can also contact ETL customer care on the contacts specified at the end of the guidelines.

11.3 LODGING OF COMPLAINTS

11.3.1 In the event that the Customer has a query and / or complaint against ETL the customer shall exhaust all the following internal measures:

11.3.2 Inform the Customer Care Manager or service agent at any ETL service centre, by phone, verbally or by completing a Customer Complaint Form stating the reasons and facts surrounding the complaint;

11.3.3 The Customer Care Manager / service agent shall then process the complaint and provide a solution and / or elevate the issue to the General Manager Customer Services;

11.3.4 In the event that the General Manager Customer Services' decision is still not satisfactory, the Customer may appeal further to the Chief Executive Officer whose decision shall be the final decision of by the Company;

11.3.5 Should all the above steps fail to provide a satisfactory solution to the customer then the customer may refer the complaint to the LCA in accordance with the provisions of clause 11.5 below.

11.3.6 A similar process shall be followed with respect to Ecocash and Ecosure save for the modification to clause 11.3.3 to the extent that the 1st line contact for the said services shall be an operations personnel for the specific service and the 2nd contact for both services shall be the General Manager –Econet Services.

11.4 Time Frame for resolution of complaints

ETL and its distribution agents endeavour to answer complaints promptly and give feedback to customers within 48 hours for mobile hand users. Remember that we will contact you within 48 hours even if it may not always be possible to resolve your problem within 48 hours. It is to be noted however that some complaints due to the technicality of nature of the complaint, there are some complaints that may take longer to resolve. ETL will however keep the customer apprised of the situation relating to the complaint. It is for this reason that alternative method of communication be it alternative cell phone number, fixed number or e-mail address should be provided when lodging a complaint. Depending on the nature of your complaint ETL aims to resolve your complaint within a period of twenty (20) days for connectivity and mobile hand users.

11.5 APPELLATE AUTHORITIES FOR DISPUTES

As a last resort, after exhausting all possible avenues to resolve your problem by giving ETL the opportunity to resolve your complaint, you may either lodge your complaint with the Lesotho Communications Authority (the LCA) or the Central Bank of Lesotho for Ecocash and Ecosure or institute legal proceedings against ETL. The LCA and CBL's telephone numbers and addresses are outlined below and can be supplied to you by ETL's customer care, or can be found in the ETL's Telephone Directory.

Toll Free: 101
Address: Lesotho Communications Authority
30 Princess Margaret Road
Old Europa
Maseru



COMPLAINANT
FORM.docx

Central Bank of Lesotho

**Address: Cnr Airport and Moshoeshoe Roads
Maseru
Lesotho**

Telephone: 22314281

ANNEXURE 1

CONTACT DETAILS

ETL LESOTHO HEAD OFFICES

Tel: +222211000

Econet Telecom Lesotho

Kingsway Road

P.O. Box 1037

Maseru Lesotho

ETL WEBSITE

www.etl.co.ls

ETL CUSTOMER CARE LINES

Fault Enquiries 100 or 6140