

Complaints procedure

6.1 All complaints other than billing complaints must be submitted to mywifi@mweb.co.za in accordance with the provisions of this clause 6.

6.2 Clients are required to afford us an opportunity to resolve a complaint, before they approach the Authority.

6.2 Clients are required to direct a complaint to mywifi@mweb.co.za.

The complaint should include:

6.2.1 Clients name and surname;

6.2.2 Account name or invoice reference;

6.2.3 The date on which the complaint arose; and

6.2.4 A brief description of what gave rise to the complaint.

6.3 MyWifi ISP will acknowledge receipt of the complaint within 48 hours of receipt thereof.

6.4 MyWiFi ISP will formally resolve the complaint in writing within 14 (fourteen) working days of receipt thereof, or within such 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.

6.5 Clients may approach the Authority for resolution of the dispute, should they not be satisfied with the outcome of the dispute as determined by MyWiFi ISP.

6.6 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.