

# Code of Conduct

Cape Connect Internet is committed to providing a quality electronic communication service to both individuals and business customers in accordance with consumer rights.

Cape Connect Internet does not discriminate when offering a service on the basis of gender, disability, race or religion.

Cape Connect Internet is committed to responding to enquiries and queries timeously, while treating our customers with courtesy and respect.

## **Complaints Handling Process**

Our customers have access to our Support system via the Cape connect customer Portal. All complaints received via the Support system are ticketed, and will be responded to within 24 hours.

## **Billing Dispute Process**

Billing dispute queries can be directed to [accounts@cape-connect.com](mailto:accounts@cape-connect.com). We are committed to a thorough investigation of any dispute, and will endeavour to resolve a billing dispute within 30 days. Billing disputes are subject to our Terms and Conditions of Service.

**Cape Connect Internet CC**  
**P O Box 2823**  
**Somerset West**  
**7129**  
**Tel 0213000001**  
**Fax 0866450552**  
**Email [info@cape-connect.com](mailto:info@cape-connect.com)**