



Datonet (Pty) Ltd
Winepress, Bronberg Mountain Estate
Plot 182 Graham road, Zwavelpoort
Pretoria, 0081
Tel: 012 947 0000
support@datonet.co.za
www.datonet.co.za
REG NR: 2017/020532/07
BTW NR: 4560287601

Complaints Procedure – Datonet (Pty) Ltd

At **Datonet (Pty) Ltd**, we are committed to providing reliable and professional service to all our customers. Sometimes things may go wrong, and when they do, we want to resolve them quickly and fairly.

This complaints procedure is published in line with the **Electronic Communications Act, 2005 (Act No. 36 of 2005)**, the **End-user and Subscriber Service Charter Regulations**, and the **ICASA Code of Conduct**.

Step 1: Contact Customer Support

Before lodging a formal complaint, please first contact our **Customer Support Team**. Most issues can be resolved here.

- **Email:** support@datonet.co.za
- **Telephone:** 012 947 0000
- **Online Portal:** portal.datonet.co.za

Please provide your account number or service reference and as much detail as possible.

Step 2: Lodging a Formal Complaint

If your issue has not been resolved after **repeated attempts with customer support**, you may submit a **formal complaint**.

- **Email:** complaints@datonet.co.za

When lodging a complaint, please include:

- Your full name and contact details
- Your account number or service reference

- A summary of the issue and previous support attempts (ticket numbers, emails, or dates)
 - Any supporting documents
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Step 3: What to Expect

- We will acknowledge your complaint **within 48 business-hours**.
 - You will receive a **reference number** for tracking.
 - We aim to resolve:
 - Service issues (billing, connectivity, account queries) within **14 working days**
 - Complex matters (technical disputes, contractual issues) within **30 working days**
 - If more time is needed, we will inform you in writing.
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Step 4: ICASA Referral

If you remain unhappy after escalation, you may refer the complaint to the **Independent Communications Authority of South Africa (ICASA)**:

- **Email:** consumer@icasa.org.za
 - **Tel:** 011 566 3000
 - **Fax:** 011 444 1919
 - **Address:** 350 Witch-Hazel Avenue, Eco Point Office Park, Centurion
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Our Commitment

- Complaints are handled confidentially and fairly.
 - Lodging a complaint will not result in unfair treatment, disconnection, or penalties.
 - Records of complaints are kept for at least **three (3) years** in line with ICASA requirements.
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