In accordance with the Electronic Communications Act of 2005 and subsequent regulations, Vox Telecom informs its customers they are entitled to the following rights:

- To be provided with the required service without unfair discrimination
- To choose a service provider of their choice
- To receive information in their preferred language
- To access and question consumer account information
- To protection of personal data and not to have personal data sold to third parties without permission
- To port a number
- To lodge a complaint (details below) and a right to redress

Vox Telecom endeavours at all times to:

- Act in a fair, reasonable and responsible manner in all dealings
- Ensure that services & products meet the correct specifications contained in all the relevant laws and regulations
- Not discriminate against consumers on the basis of race, gender, sex, age, religion, disability, ethnic group or sexual orientation
- Display utmost courtesy and care when dealing with consumers
- Provide consumers with information regarding services and pricing
- Provide consumers with guidance in regard to their customer needs, upon request
- Keep consumers personal information confidential
- Advise consumers to refer their unresolved complaints to ICASA

Vox Telecom endeavours to address all complaints within 5 working days where possible.

Complaints: Vox Telecom
Phone: 087 805 0500
Email: complaints@voxtelecom.co.za
Address: Waverley
JHB

Complaints: ICASA
Phone: 011 566 3000
Email: complaints@icasa.org.za
Address: Sandton
JHB

Address:
1 Scott Street
Waverley
JHB

164 Katherine Street
Sandton
JHB

Phone:
087 805 0500
011 566 3000

Email:
complaints@voxtelecom.co.za
complaints@icasa.org.za