



The Key Commitments of iBurst.

iBurst is committed to:

- a) Acting in a fairly, reasonable and in a responsible manner in all dealings with its Subscribers.
- b) Ensuring that all Services and products meet the specifications as contained in its licences and all the relevant laws and regulations;
- c) Ensuring that it does not unfairly discriminate against or between Subscribers on the basis of race, gender, sex, age, religion, belief, disability, ethnic background or sexual orientation;
- d) Displaying outmost courtesy and care when dealing with its Subscribers;
- e) Providing Subscribers with information regarding services and pricing;
- f) Providing Subscribers with guidance in regard to their customer needs, upon request
- g) Keeping Subscribers personal information confidential;
- h) Advising Subscribers to refer the complaint to the Independent Communications Authority of South Africa (ICASA).