

# **CUSTOMER CODE OF PRACTICE**



**INTERRA NETWORKS LIMITED**

## **CODE OF PRACTICE FOR CUSTOMER AFFAIRS**

SUBMITTED IN TERMS OF CONDITION 8 OF THE

VALUE ADDED (SPECIAL NUMBERING) SERVICES LICENSE: VAS/SNS/003/16

## PREAMBLE

In pursuance to the provisions of the Consumer Code of Practice Regulations 2007 under the Nigerian Communications Act 2003 No. 19, **INTERRA NETWORKS LIMITED** being a licensed service provider of the Value Added (*Special Numbering*) Services with License No. **VAS/ SNS/ 003/16** do hereby make the following code of practice for consumer affairs as a fulfillment of the licensing requirement.

- 1- INTERRA NETWORKS LIMITED ("**INTERRA**") is a holder of the Value Added (*Special Numbering*) Service License ("**VAS/SNL**") granted by the Nigerian Communications Commission ("**NCC**").

This code of practice is made to govern the provision of the Value Added (**Special Numbering**) services to Customers in fulfillment of the licensing condition;

**INTERRA** hereby publishes to the NCC its Customer Code of Practice as required by Condition 8 of its **VAS/SNL** License with details of its commitment and obligations to its Customers;

### 2- Application of the Code:

This code applies to Customers of the services as provided by **INTERRA**. This code is intended to guide all customer of this service with relevant information and content as it relates to the utilization of the services stated herein.

### 3- Code Administration:

- (1) **INTERRA** shall establish a mechanism to assist in information and complaint management for purposes of ensuring that all issues are adequately addressed.
- (2) **INTERRA** shall put in place compliance procedures as described herein under this code to ensure effective monitoring and administration of this Code. The compliance procedure shall be undertaken by the Compliance unit or such other department that may be designated for this purpose from time to time.



### 4- General

- (1) **INTERRA** shall provide Customers with relevant information as it pertains to the provision of these services that is complete, accurate, and up-to-date and in simple unambiguous languages;
- (2) **INTERRA** shall endeavor at all times respond in a timely manner to Customers' requests for information as it pertains the provision of services and such information shall be provided free of charge and shall include the following:
  - a. Current service, arrangements, including rates and terms and conditions for all services offered. This information shall be available either in print, electronic or the website;
  - b. The advantages of using **INTERRA's** services;
  - c. The manner in which customers will be able to access **INTERRA's** assistance where necessary through defined support channels such as telephone and email;
  - d. The manner in which customer's complaint will be handled;
  - e. The prices, rates, terms and conditions of **INTERRA's** products and services will be made freely and readily available in electronic and print format. Furthermore, any of **INTERRA's** services that are subject to price or tariff regulation by the **NCC** shall be described in service tariff pages published in electronic format;
  - f. Where there is any change in the tariff rates for services being provided, such change will only be implemented after receipt of prior approval of the **NCC** and the affected Customers will thereafter be appropriately notified of the price change(s) in an effective manner;
  - g. Marketing and after-sales services;

- h. *The facilities and processes needed to permit Customers to report faults during business hours and business days;*
- i. *Fault repair standards (to be in compliance with the quality of service regulations) of the NCC;*
- j. *Advanced warning of anticipated service disruptions or planned outages and service areas affected and any compensation if applicable or other remedies other than in the event of force majeure or circumstances considered beyond **INTERRA's** control;*
- k. *Treatment of information obtained from a customer; and how customers treat information obtained from INTERRA e.g. warranty of information.*

## 5- Service Contract-

Before the commencement of services or any form of engagement whatsoever with an intended Consumer, such Consumer shall on request be provided with a copy of the contract or agreement for the provision of service subscribed thereto. Such contract shall be written in plain and clear language.

## 6- Description of services:

- (1)- Before entering into a contract for any service, Customers shall be provided a complete description of the service in clear and plain language avoiding unnecessary technical terms. Where other services are required in order to effectively utilize the service, the Consumer shall be sufficiently informed of such requirements or service dependencies;
- (2)- **INTERRA** shall provide necessary information on the service quality levels offered, the waiting time for initial connection and any services areas and coverage where applicable;
- (3)- **INTERRA** shall provide specific information regarding any compensation, refund or other arrangements, which may apply if contracted quality service levels are not met, along with the procedures and methods for resolving disputes in respect of the service contract;
- (4)(a) **INTERRA** shall provide the following services to Customers charged on the **INTERRA** network:
  - *Toll Free*
  - *Vanity Number*
  - *Follow me*
  - *One number dial*
  - *Conference Call bridge*
  - *Integrated Voice Messaging*
  - *Voice Activated Dialing*
  - *Unified Messaging*
  - *Automated Call Distribution*
  - *Agent at Home*
- (b) For services that are bundled with services from third parties, **INTERRA** shall be fully responsible for the effective performance of the entire package including service support, maintenance, complaints handling, dispute resolution and other administrative requirements
- (5)- In the case of service upgrade or migrations options, **INTERRA** shall provide Customer with clear and complete information regarding the upgrade or migration terms including any changes in service performance and any duly approved fees or charges resulting from upgrades or migration
- (6)- Customers shall **ONLY** be billed for the maximum number of channels utilized and available to them within a billing cycle.



- (7)- Where any channels paid for by the Consumer are not made available, the Customer shall be refunded for the total cost of the available channels on a pro-rata basis;
- (8)- **INTERRA** shall provide specific information regarding any compensation, refund or other arrangements, which may apply if contracted quality service levels are not met along with procedures and methods for resolving disputes in respect of the service contract;

## 5. Pricing information:

**INTERRA** shall at all times inform all Customers of its services before a contract of service is entered into:

- a. The applicable rates or charges;
- b. The breakdown of such charges;
- c. Each part or element of an applicable charge and the method of its calculation;
- d. The frequency of the charge or other circumstances that give rise to the charge;
- e. Where there are any changes in the charges, the Customers will be informed of such changes;

## 6- Product warranties and maintenance;

- (1.) At the point entering into a contract to provide services, **INTERRA** shall ensure that Customer is duly notified of any contractual warranty relating to services (*if any*) supplied for use in connection with the service, including how to obtain warranty service if needed and where a copy of the warranty is not provided with the services, the Customer shall be informed of how and where it is available.
- (2) **INTERRA** will provide specific information regarding any maintenance services offered

## 7- Special Measures for Customers with Disabilities:

- (1) **INTERRA** shall from time to time consult the Consumer Forum to ensure that the requirements and interests of disabled Customers are fully taken into account in the development and provision of its services and shall comply with any specific obligations that the **NCC** may impose on operators in respect of special services or service arrangements for subscribers with disabilities;



## 8- Access to Emergency Services:

- (1) **INTERRA** shall cooperate with any network or other requirements that may be approved by the **NCC** in respect of the provision of emergency services, including such measures as location identification information, special numbers and routing to emergency locations;
- (2) Calls to emergency services shall be free of charge;
- (3) **INTERRA** may apply to the **NCC** regarding the recovery of any special costs of implementing or operating emergency services, which the **NCC** may consider pursuant to section 107 of the Act;

## 9- Opt-in and opt-out:

- (1) **INTERRA** shall grant every customer the right to either exercise the option to subscribed or unsubscribed to a service as may be advertised from time to time.
- (2) **INTERRA** shall ensure that customers in the use of its products and services have the right to exercise the option to either opt in or opt out of such services;

- (3) In the provision of its products and services or the introduction of other valued added service on its network through promotion or advertorial/ communication channels, the Customer shall have the discretion to either opt in or opt out to such services.
- (4) **INTERRA** shall ensure that messages sent to Customers are:
  - a. clearly labeled commercial email advertising;
  - b. use a truthful and relevant subject line;
  - c. use a legitimate return email address;
  - d. provide a working opt-in and opt-out option;
- (5) To opt in to any of **INTERRA** products and services, **INTERRA** shall ensure that the Customer's implied or express consent is received before any of such messages is sent.

## PART IV- CONSUMER BILLING, CHARGING, COLLECTION AND CREDIT PRACTICES

### 10- General Principles:

- (1) All rates and tariffs will be approved by the **NCC** and represent the relevant charges for services. All **INTERRA** products and services will be displayed through relevant mediums including our agent locations and on leaflets and other advertising collateral.
- (2) **INTERRA** shall at all times endeavor to-
  - a). ensure that billing is accurate and timely;
  - b). ensure that billing accuracy is verifiable;
  - c). ensure that sufficient information shall be on the bill or otherwise readily available to Customer for verification of the bill without any charge;
  - d). ensure that upon a bona fide request from a Customer, **INTERRA** shall inform or provide the Customer with timely, accurate and current information about its billing terms and conditions and options relevant to that Customer;
  - e). retain records of a **CUSTOMER'S** bill and related charges for a minimum period of twelve (12) months;



### 11- Itemization of Charges:

- a) **INTERRA** shall ensure that **CUSTOMERS** have access to itemize details of all charges, wither on the bill or on a separate statement provided by **INTERRA** on request;
- b) Unless otherwise requested by or agreed with the **CUSTOMER**, **INTERRA** shall provide itemized details during the current billing period. Where applicable, **INTERRA** shall inform Customers of the notice period required to obtain itemized billing. In addition, **INTERRA** shall ensure that itemized details contained in previous bills are available for twelve (12) months or any longer period required by law;
- c) **INTERRA** shall not charge **CUSTOMERS** for bills of billing related information, except where the Customer requests information not required to be provided under this General Code such as requests for billing details more than one (1) year old. **INTERRA** shall inform Customers of any applicable charge resulting from their billing requests and shall obtain the consent of the Customer to any charge before it is imposed;

## 12- Billing Frequency:

**INTERRA** shall provide CUSTOMERS with advance written notification of any proposed changes in the billing periods, such advance notifications to be at least equal to two (2) of its otherwise applicable billing periods (*i.e. at least 2 months in advance where the billing period being changed is monthly*).

## PART VII- COMPLAINTS HANDLING

### 13. Information to Customers:

- 1- **INTERRA** shall provide easily understood information about their complaint processes in various media and formats including as specifically directed by NCC from time to time;
- 2- **INTERRA** shall ensure that Customers can easily identify how a complaint may be lodged either at **INTERRA's** premises or using identified forms of telecommunications;
- 3- Information on the complaints handling processes shall contain information-
  - a. to Customers about their right to complain;
  - b. on how **INTERRA** can be contacted in order to make a complaint; and
  - c. on the types of supporting information including documents the complainant needs to furnish when making a complaint.
  - d. All complaints will be recorded by **INTERRA**, and processed in accordance with identified practices and procedures;

**INTERRA** shall ensure that the complaint handling processes is provided free of charge. However, **INTERRA** may impose a reasonable charge for complaint handling processes where investigation of the complaint requires the retrieval of records more than twelve (12) months old, and where that retrieval results in any incremental expense or significant inconvenience to **INTERRA**. Any such charges shall be identified and agreed to by the Customer before being incurred.

**INTERRA** shall advise Customers that in the event they remain dissatisfied with the outcome of a complaint they may refer the complaint to identify persons or departments within the NCC.

### 14- Special needs:

- 1- **INTERRA** shall make adequate provision to ensure that Customers with disabilities or other special needs are able to access their complaint handling processes, including ensuring that Customers can be easily represented by their authorized representatives in order to make a complaint.
- 2- In cases where Customers specifically request assistance in lodging complaints, **INTERRA** shall provide reasonable assistance.

### 15- Retention of Records

Information collected and recorded as part of **INTERRA's** complaints handling processes shall be retained for at least 12 months following resolution of the complaint.

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