

HYPA customers 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 lodge a complaint (details below) and a right to redress

HYPA 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

### **Complaints:**

#### **HYPA**

Phone: 087 805 2505  
Email: [help@hypa.co.za](mailto:help@hypa.co.za)  
Address: 1 Scott Street  
Waverley  
JHB

#### **ICASA**

Phone: 011 566 3000  
Email: [complaints@icasa.org.za](mailto:complaints@icasa.org.za)  
Address: 164 Katherine Street  
Sandton  
JHB

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