

## Introduction to Spectranet

Spectranet Limited ('Spectranet') is a licensed Internet Services Provider based in the Federal Republic of Nigeria. It was established in 2008 with the aim of promoting Internet Services across Nigeria. It launched its commercial services on 6th October 2011 and is presently offering services on both WiMAX and Long Term Evolution (LTE) Technology delivered on the robust 2.3GHz frequency.

## The purpose of this Code of Practice

This Code of Practice has been developed as a guide to help you to understand the relationship you have with us as a customer of Spectranet. It will enable you to:

- Access details of our products and services
- Understand what you can expect from Spectranet after you have made a purchase or registered for a service; and
- Find out how to contact us

This Code of Practice has been submitted for approval to the Nigerian Communication Commission (the 'NCC'). Customers can access this Code of Practice from our website.

## How to contact Spectranet Customer Services

Customer Helpline: +234 7002345678  
Email: [care@spectranet.com.ng](mailto:care@spectranet.com.ng)  
Mailing Address: 9-B, Kwara Street, Osborne Estate, Ikoyi

Our Customer Helpline is available between 0700 hours to 1900 hours, 7 days a week.

Details of our services can be found by visiting our website [www.spectranet.com.ng](http://www.spectranet.com.ng) or calling our Customer Services Team on 07002345678

## General philosophy

We recognise the importance of customers to our business and our aim is to ensure that we provide customers with a superior experience whenever they interact with us. The customer is our priority and our desire to meet the needs and expectations of customers drives all our actions. We welcome feedback from customers, both good and bad, and we will always use such feedback to enhance and improve the customer's experience.

Further information about Spectranet's services is provided below.

## Services

Spectranet currently provides the following services to its customers in Nigeria

### Wireless Services

Spectranet provides the following services over its Wireless Access Network in Nigeria:

Broadband Internet Access (Postpaid and Prepaid);  
Broadband Internet Access and Telephony bundles;

#### A. Broadband Internet Access

Spectranet's Broadband Internet Access services over our Wireless Access Network offer:

- High quality wireless internet access service;

- Ability to offer symmetrical access, enabling a greater range of services to be utilized over the access network, particularly for business customers
- Minimum speed to at least 256 kbps for broadband access services

#### B. Broadband Internet Access and Telephony bundles

Spectranet offers internet access and telephony services as bundled packages of differing access speeds

For more information about Spectranet's services and lines of business, please see the Spectranet website: [www.spectranet.com.ng](http://www.spectranet.com.ng)

#### Customer Service

Spectranet continually strives to ensure that we provide the best service possible by seeking and listening to feedback from our customers. Spectranet is also committed to ensuring that the purchase and implementation process for our products is as quick and easy as possible.

You can even use our web-enabled self-service to manage your account online via <http://care.spectranet.com.ng>

#### Sales

Spectranet solutions can be purchased via our in-house direct sales team and through our network of accredited channel partners. We attribute specialized sales representatives to our individual clients to handle their accounts. You can also visit any of our retail shops at Opebi, Ogba, Ikorodu, Ilupeju, and Festac.

#### Quality of Service

The quality of telecommunications services can vary and is dependent on many factors. Unfortunately, some of these factors are out of Spectranet's control but Spectranet strives to offer customers an excellent quality of service at all times. Given below are some points on service reliability:

- It is our endeavour to provide uninterrupted service and facilitate availability of our services available 24 hours every day. These are consistently monitored by automated programs and trained and skilled engineers.
- All planned maintenance and service upgrades are scheduled where possible for completion outside normal business hours.

For services delivered over Spectranet's Wireless network, we strive to offer a busy hour call completion rate of at least 95% and to be able to provide services to you at least 98% of the time, averaged over any ninety (90) day period.

We also implement measures to comply with recognized international telecommunications standards including those set by the International Telecommunications Union ('ITU') in relation to availability rates, end-to-end error rates, time limits for satisfaction of service requests and the efficiency and speed of network maintenance.

We offer service-level guarantees with service credit rebates for some of our Services. For greater details of this service credit rebates please see Terms and Conditions of Service that you may have signed with Spectranet for the provision of these Services. Spectranet shall only consider

compensation in the form of a service rebate for breaches of Spectranet's services level commitments in the event that such breach was the responsibility of Spectranet. With the exception of providing service credit rebates for some of our Services where service-level guarantees are offered, Spectranet is not under the terms of service liable in any way for indirect or resulting losses resulting from the use of its Services.

### **Complaints**

Spectranet customers can call the Customer Helpline on 07002345678, if they have any problems which need to be reported about Spectranet service.

Spectranet requires that a written complaint form is completed and submitted to us if you have any complaints that we are not able to resolve over the phone using our Customer Helpline number.

Spectranet shall use reasonable endeavours to satisfactorily resolve all complaints within a maximum of thirty (30) days from receiving a completed complaint in written form.

### **Pricing**

Spectranet shall publish its tariffs and charges on the Spectranet website [www.spectranet.com.ng](http://www.spectranet.com.ng) as well as in other Spectranet promotional materials such as leaflets and flyers to be made available in Spectranet retail outlets, where practicable.

Up-to-date prices for our products and services are always available on the relevant websites or by calling our Call centre on 07002345678

### **Billing and Payments to Accounts:**

Payment can be made by any of the approved payment methods that include payment in cash at Spectranet retail outlets Opebi, Ogba, Ikorodu, Ilupeju, and Festac or at any retail branch of Ecobank Nigeria or any other method approved and publicized on the Spectranet website.

You can also use "Recharge Cards" and also check your accounts online through the Spectranet website at <http://care.spectranet.com.ng>

Customers holding accounts with Ecobank (and any other banks identified on the Spectranet website) may also pay by way of direct debit from their bank accounts for their ease and convenience.

### **Disconnections and cancellation of services**

Spectranet reserves the right to suspend or cancel your service(s) in accordance with the Terms and Conditions of Service for the service(s).

In the event Spectranet suspends your service(s), monthly recurring charges shall continue to accrue until full payment against all outstanding amounts is made and service(s) is/are either restored or terminated.

To find out more about the methods Spectranet uses to disconnect or suspend customers' accounts and the reasons why Spectranet may need to do this, please see the relevant Terms and Conditions of Service for your service on our home website at [www.spectranet.com.ng](http://www.spectranet.com.ng)

Spectranet will use its best endeavours to inform its customers prior to any possible service outage. Where possible, it will give customers 24 hour notice and publish this service information on its website.

### **Service Termination**

To terminate your service, you are required to visit any of Spectranet's outlets and complete an application form requesting termination of current subscribed service(s) and indicating reasons thereof.

Spectranet will take steps to terminate your services immediately upon

- (i) Receipt of notification of your desire to terminate your services with Spectranet and
- (ii) Payment of all outstanding amounts against the service to be cancelled.

The length of time it will take for the services to be cancelled should be no longer than Seven (7) working days, depending on Spectranet's finalization of all outstanding issues in relation to your account, including issuance of credits, when applicable. Spectranet will bill you for the services you have used up until the date upon which cancellation is effective or in accordance with the Terms and Conditions of Service that you signed with Spectranet, if otherwise agreed. For some of Spectranet services, such as Microwave Internet Access, VOIP Telephony, etc...; you may incur an early termination fee for cancelling the service during the period that your contract is valid or if cancellation occurs outside any relevant test period. Modality of termination fee calculation shall be based on as set out in the Terms and Conditions of the Service that you have signed with Spectranet for the provision of these services.

### **Privacy**

Spectranet is committed to protect information about its customers and shall use its most reasonable commercial endeavours to protect any information it holds about its customers and to return it to a customer within fifteen (15) working days of receiving a written request from the customer to do so.

Details of our Privacy Policy can be found on our website at [www.spectranet.com.ng](http://www.spectranet.com.ng)

Spectranet takes your privacy very seriously and is committed to following any regulations or procedures laid down by NCC or any laws and regulations in force in the Federal Republic Of Nigeria. We shall take all reasonable steps to ensure that the provision of services and the operation of and information transmitted through Spectranet's National Wireless network is secure.

### **Communicating with you**

Spectranet tries to make it as easy as possible for you to contact us at any time by telephone, email, or post. All contact details are published on our website.

Our current Terms and Conditions of Service are available online at [www.spectranet.com.ng](http://www.spectranet.com.ng). We will keep on updating information on service changes on our website. We strongly advise, as detailed in our Terms and Conditions of Service, that you regularly check for any important service information from us on our website [www.Spectranet.com.ng](http://www.Spectranet.com.ng)

### **Receiving marketing and other information**

Apart from communicating with you about matters that affect your service, we will give you the opportunity to receive other information, including our customer e-bulletins and information about special offers. You can opt in and out of these communications at any time by following the instructions in the email you have received.

### **We value your feedback**

This Code of Practice has been submitted for approval to the Nigerian Communication Commission ("NCC"), the regulator for the Republic of Nigeria telecommunication industry. The Code will be regularly reviewed in line with NCC's requirements. We take pride in ensuring that our customers remain important to us and we value your feedback. If you have any suggestions or questions about this code of practice, please email us at [care@Spectranet.com.ng](mailto:care@Spectranet.com.ng)

Spectranet's Terms and Conditions of Service and Code of Practice for the provision of our services can be subject to change due to regulatory, legal or commercial developments. Spectranet reserves the right to revise this Code of Practice at any time.