



JUNIPER SOLUTIONS LIMITED

CONSUMER CODE OF PRACTICE

1. INTRODUCTION

Juniper Solutions Limited (JSL), owners of the Junisat brand, is a telecommunication infrastructure company which provides a broad range of Internet services to both commercial and domestic (consumer) clients. JSL is regulated by the Nigerian Communications Commission (NCC).

At, JSL we consider honesty and integrity to be the hallmarks of long-term success which ultimately contributes to the ethical wellbeing of us all. Our professional standards are therefore exceptionally high, and we have systems and processes in place to ensure compliance with anti-bribery and corruption laws. Among the most fundamental operating principles are adherence with all laws and regulations applicable to our business.

This Code of Practice is issued in pursuant to the Consumer Code of Practice regulations 2007 The matter which the Code aims to address shall include but no limited to the under listed matters: Reasonable meeting of Consumer requirements; Handling Consumer complaints and disputes; Consumer compensation in case of breach; Protection and Information; Billing.

2. DEFINITATIONS AND INTEPRETATION

Unless otherwise defined or the context otherwise requires, expression defined in the General Consumer Code of Practice shall have the same meanings in this document including recitals and schedules:

“Quality of Service Regulation” means the Quality-of-Service Regulations 2013

“Host” means the licences “JUNIPER SOLUTIONS LIMITED”.

“Consumer” means the customer.

3. PROVISION of INFORMATION TO CONSUMERS

3.1 JSL shall upon request provide a copy of the contract or agreement for the provision of services and such contracts shall be in clear language.

3.2 Copies of duly approved individual Code shall be available to consumers on request.

4. DESCRIPTION OF SERVICES

JSL manages all aspect relating to Internet Services Provision as an Internet Service Provider (ISP) to individuals and corporations' bodies.

5. PRICING INFORMATION

Contract shall not take effect until parties mutually agrees to the pricing and composition thereof. Pricing components may include but not limited to applicable rates and charges, calculation basis of each charge element, frequency, or basis of collection of the charge, information as to whether charges are subject to change and the frequency of such changes and how information on such matters shall be communicated to the Consumer.

6. CONTRACT TERMS AND TERMINATION

6.1 Contracts with Customers shall incorporate standard clauses relation to commencement date, minimum contract term (where applicable), manner and consequences of premature termination and calculation basis for payment of any penalty therefrom, situations where early termination may be permitted, renewal terms, Installation, connection and decommission terms, and refund policies. Furthermore, all terms and conditions of a contract regarding the provision of any of our services shall be clearly stated in the contract or agreement in clear and plain language.

7. PRODUCT WARRANTIES AND MAINTENANCE

- 7.1 Where applicable JSL shall inform the customers of any contractual warranty relating to any hardware. Such information, where applicable, shall include how to obtain such warranty services.
- 7.2 There shall be specific information to customers on the availability and provision of any maintenance service by the Host Party.

8. PROVISIONING OF SERVICE

8.1 Provision of services by JSL shall be in accordance with the service supply time targets set out in NCC Quality of service regulation annexed to this code. JSL shall however not be liable for any, delays or refusal of service requests, lack of site availability which is beyond its reasonable control.

8.2 Further to the above clause, JSL shall bear no responsibility for internet delays or refusals where such is attributable to lack of credit worthiness of the customer.

9. FAULT REPAIR AND SERVICE INTERRUPTION

9.1 Relevant facilities and processes shall be implemented to ensure reporting of faults 24 hours a day by the customer.

9.2 The standard of fault repair as set in the annexed Quality of Service regulation shall apply to the fault repair standard established by the Host.

9.3 JSL shall endeavour to give adequate notification of any planned downtime including details of the disruption or outage, the services and service area affected and my corresponding compensation or other remedies if applicable.

10. AVAILABILITY OF SERVICE

10.1 JSL shall ensure that marketing presentation materials to potential Customer's indicate any known geographical or technical limitations which may substantially affect the performance of the Customer services.

10.2 In addition to the above, marketing materials must indicate any limitations which restrict a particular group of persons, geographical area, particular period of time or limited availability of infrastructure or other materials.

11. ADVERTISING OF PACKAGED SERVICE

11.1 The customer shall be entitled to the supply of all components of a serviced package where the Host has marketed the provision of its service as part of a package.

11.2 Appropriate information to the potential Customer shall be included in marketing materials by JSL where it may be unlikely to supply any component of the service package.

11.3 The marketing materials may contain information on the pricing of the component of a service package; where this is so, the marketing materials shall also incorporate an estimate of the minimum total charge for the package and indicate any terms and conditions applicable to obtaining the component at the stated price.

12. BILLING INFORMATION:

12.1 The following information shall be contained in invoices issued to the consumer:

Consumer name and billing address; JSL current address and registered number; Unique identification number ; Date of invoice and billing period; Description of the services provided by JSL for which the customer is charged; Historical summary of charges including total amount billed; applicable credits, advance payments or discounts, net payable by Customer or repayable by Host as the case may be

Payment/refund due date; Method of payment; Method of contact for complaints and billing inquiries.

13. ITEMISATION OF CHARGES

13.1 JSL shall ensure that consumers have access to itemised details of all charges either on the bill or on a separate statement provided to the Customer upon request.

14. TIMING FOR ISSUANCE OF BILL

14.1 JSL shall issue bills and include all charges incurred within the specified billing

period within 30days of the closure of each billing period.

14.2 Exceptions may occur whereby all charges are not included on the invoice as a result of separate agreement between parties or any other reason.

15. RECEIPT AND CONSUMER PAYMENT ADVICE

15.1 JSL shall make available appropriate and accessible methods of verification of bill payment by the Customer.

16. BILLING FREQUENCY

16.1 The Customer shall be provided with sufficient and advance written notification of any purpose changes to the billing period. The advance written notification shall be deemed sufficient by parties where it provides a minimum notification period of twice the usual billing period(s)

17. NONPAYMENT OF BILLS

17.1 In event of non-payment of bills to JSL shall take necessary measures (which includes but not limited to referring the issue of non-payment by the customer to the NCC) to effect such payment or disconnect the customer's equipment.

17.2 Necessary measures as referred to above shall be commensurate and not unduly discriminatory.

18. INFORMATION TO CONSUMER

18.1 JSL shall ensure that its complaints procedure is accessible in various media and formats or as directly specified by NCC from time to time. Information on the complaint's procedure shall include:

- Consumers right to lodge complaint
- Mode of lodging the complaint to the Host; Requisite documents required to lodge a valid complaint; Means to enquire on status of complaint.

18.2 The procedure must be expressed in clear language and the Customer must be able to identify how to lodge a complaint either physically or via dedicated online platforms.

18.3 Customer complaints shall be duly recorded and processed in accordance with identified practices and procedures.

19. SPECIAL NEEDS

19.1 Adequate provisions shall be made by JSL to ensure that people with special needs are able to access the complaints handling processes.

19.2 JSL shall use its best endeavours to provide reasonable assistance to Customer who may request assistance with lodging complaints.

20. COMPLAINT PROCESS

20.1 Complaints shall be acknowledged by JSL verbally or in writing by preferably in the mode or manner requested by the Customer complainant. Customer shall forward complaints to the registered address of JSL as stated below:

JUNIPER SOLUTIONS LIMITED

215/219 IKORODU ROAD

ILUPEJU, LAGOS

Telephone 08093931111, 08093949631 and 08034106490

Email - africansales@junisat.com

20.2 Where possible, the Customer shall be provided with an expected outcome or estimated outcome or estimate timeframe within which the complaint shall be investigated and resolved. Notwithstanding the forgoing, complaints including those which require further recourse for lack of acceptable resolution, shall be acted upon within the set timeframe as directed by the NCC from time to time or as provided in the annexed Quality of Service Regulations and this shall not exceed the period of three calender months.

20.3 An identified escalation process shall be accessible to the Customer where the Customer is dissatisfied with the outcome of a complaint resolution. Such escalation process shall involve further complaint examination by a suitable qualified authorised representative of the Host.

20.4 Customers shall be duly informed where the escalation process has been exhausted and there are no further escalation processes.

20.5 Oral and non-written complaints shall be deemed acknowledged by JSL at the time such was communicated to JSL.

21. CHARGES

21.1 JSL Complaint handling process shall be provided free of charge. However, any complain that requires retrieval of records more than (12) months shall attract charges which the customer must be informed and agreed too.

22. FURTHER RECOURSE

22.1 In addition to the complaint process set up by JSL, the customer reserves the right to escalate unsatisfactory resolved or unresolved disputes to the NCC

22.2 JSL shall inform customer after 60 days of non-resolution of complaint to the satisfaction of customer to proceed to refer the complaint to the NCC.

23. ACTION ON DISPUTED CHARGES

23.1 Where a customer has initiated a complaint through the laid down process and investigation is ongoing JSL shall be stopped from any action with regards to credit management action or disconnection of installed equipment or related apparatus pending the resolution of the dispute.

24. INTERNAL DATA COLLECTION AND ANALYSIS

24.1 JSL shall ensure availability of appropriate recording system for complaints and outcomes which shall comply with the requirements of the Commission's Quality of Service Regulation such that recurring issues are easily tracked for effective processing.

25. CHANGES TO COMPLAINT HANDLING PROCESS

25.1 JSL SHALL ENSURE THAT THE Customer is properly updated with any information regarding the changes in the Company's complaint handling process, if any.

26. RETENTION OF RECORDS

26.1 Information collated and recorded by host in respect of the complaint handling procedure initiated by the Customer shall be retained for at least twelve (12) months following resolution of Customer complain.