

1. INTRODUCTION

SCOPE AND OBJECTIVES

The **VOBISS GRIDWORX NIGERIA LIMITED Consumer Code of Practice** ("Consumer Code") is issued in accordance with the regulations of the **Nigerian Communications Commission (NCC)**, pursuant to **Section 106 of the Nigerian Communications Act 2003** (the "Act"). The Act mandates the development of a consumer code to regulate the provision of services by licensed telecommunications operators in Nigeria. This Consumer Code should be read in conjunction with the **Consumer Code of Practice Regulations 2007** and aligns with the regulatory framework established by the NCC. It addresses key aspects of consumer services, including service requirements, complaint resolution, compensation, data protection, and billing transparency.

While this Consumer Code serves as a guideline for best practices, it does not affect your statutory rights and does not constitute a contract or collateral agreement between **VOBISS GRIDWORX NIGERIA LIMITED** and its consumers. The Code offers a comprehensive overview of the services available to consumers, including guidance on how to contact **VOBISS GRIDWORX NIGERIA LIMITED** for information about our products and services, as well as subscription procedures. It also provides a detailed outline of consumer rights and obligations, along with a structured process for handling complaints, from initiation to resolution and ensuring consumer satisfaction.

ABOUT US

VOBISS GRIDWORX NIGERIA LIMITED is a leading telecommunications services, Information and Communications Technology (ICT) solutions, and infrastructure provider based in Lagos, Nigeria. Regulated by the **Nigerian Communications Commission (NCC)**, we offer a wide range of communication services, including **Internet Service Provision**, enterprise solutions, and broadband internet access via fibre optics.

Driven by a commitment to technological excellence, **VOBISS GRIDWORX NIGERIA LIMITED** ensures that our services contribute to the enhanced productivity and competitive advantage of our clients. We pride ourselves on our core values of **honesty** and **integrity**, which we believe are critical to long-term success and the ethical wellbeing of all stakeholders. Our professional standards are exceptionally high, supported by systems and processes designed to ensure compliance with anti-bribery and corruption laws, and adherence to all applicable laws and regulations.

In addition to our fibre optics solutions, we also provide **Broadband Internet Services** through **Wired, FIBRE**, and **Fibre Optic Last-Mile** technology to a broad range of clients. Established in 2019, the company has grown its client base across sectors such as internet service provision and fibre deployment.

We are dedicated to helping our clients leverage technology for enhanced productivity and competitive advantage through our deep understanding of technological challenges, our relentless pursuit of optimal and cost-effective solutions, and our comprehensive grasp of business and operational issues.



Vobiss Gridworx Nigeria Limited (Vobiss) is a Nigerian telecommunications company with a proven track record within the telecommunication space. The company has its presence in Ghana and Nigeria. Vobiss provide dedicated internet and VoIP services. Other services include dark fibre, ILPC, FTTH, etc. Our choice of delivery to the end customer's is generally fibre optics. However, Vobiss can deliver the service through a wireless or satellite connection.

Our goal is to become one of Africa's leading digital telecommunication infrastructure and **connectivity** Providers, Our Mission is to offer reliable and affordable high-speed networks that foster innovation and entrepreneurship in the digital space across Africa. While Vobiss vision is to unlock the potential of Africa's digital economy through the delivery of **reliable data connectivity** solutions through **cost effective means**. You can find more information about us in our website at www.Vobissgridworx.com.

LICENCE CONDITIONS

As a condition of its licence, **VOBISS GRIDWORX NIGERIA LIMITED** is required to ensure that both its customers and employees are appropriately guided on dispute resolution and complaint procedures related to its services. This includes clear communication on the timeframe for handling complaints in accordance with established protocols. This obligation, mandated by the licence, aligns with the company's ethical standards and business practices, reinforcing its commitment to transparency, accountability, and customer satisfaction.

CODE ADMINISTRATION AND CODE AMENDMENT

The Code will be administered by VOBISS GRIDWORX NIGERIA LIMITED in line with guidelines from NCC as well as reviews that are to be agreed and communicated by the Commission based on feedbacks at Consumer Forums and Consumer Affairs Bureau that may be set-up by NCC from time to time. VOBISS GRIDWORX NIGERIA LIMITED may amend this Consumer Code from time to time to conform to set guidelines that may be required by Law or by NCC.

CONTACT INFORMATION

Please feel welcome to contact us if you need advice, information, or assistance with any matter relating to our business.

General enquiries:

Telephone: +2347071940450

Website: www.vobissgridworx.com

Email: info@vobissgridworx.com

Our main office address is: No 1b, Sunday Adigun Street, Alausa, Ikeja, Lagos, Nigeria

CUSTOMER CARE PRINCIPLES

Vobiss Gridworx shall adopt the following five customer care principles that will guide how we do our business in responding to our consumer's requests:

- We will deliver quality, value, and excellent service to customers every time.
- We will deliver quality and value for money, and always endeavor to put the consumer first. We will always utilize responsible marketing practices.
- We will make sure that our customers can make informed choices based on honest and straightforward information we provide.
- We will protect the confidentiality of information given to us by our customers in keeping with section 146 of the Nigerian Communications Act, 2003.
- In the event of a request for information from existing and prospective customers, Vobiss Gridworx shall make available in response:
 - The rate for each service and the terms and conditions for all services offered to the public are available in print and electronic format and on our website www.vobissgridworx.com.
 - This shall also be available at our POS outlets and offices where services can be deployed.
 - In a situation where there may be a need for a price change in our service, we shall notify our customers either by print or electronic media.

2. PROVISION OF INFORMATION TO CONSUMERS

GENERAL

All information provided herein regarding our services is complete, accurate, and up-to-date, presented in clear and simple language. Consumer requests for information on our services shall be provided free of charge and shall include at least the following:

- a. Current service arrangements, including rates, terms, and conditions for all services offered to the public, shall be readily available in print and electronic formats. This information is also accessible at all retail outlets.
- b. Services subject to price or tariff regulation by the Commission are described in service tariff pages published in an accessible form and made available at our company offices and on the website.

SERVICE COVERAGE AND PRODUCT OFFERINGS

Vobiss Gridworx Nigeria Limited delivers a wide range of internet and data connectivity solutions tailored to meet the needs of both residential and corporate clients. Our service portfolio includes state-of-the-art fixed wireless and fiber-optic connectivity options, ensuring seamless and high-speed access. Vobiss Gridworx Nigeria Limited provides Internet services and data connectivity to the Nigerian market, positioning itself as a leader in this sector. Vobiss Gridworx is a Connectivity provider. VOBISS leverages the reuse of existing infrastructure to deploy our fibre networks.

Additionally, our Managed and Professional Services position us as a comprehensive solutions provider in the ICT market.

QUALITY OF SERVICE

Vobiss Gridworx Nigeria Limited shall comply with the industry quality standards established by the Commission. This commitment aligns with our dedication to delivering the highest quality service to our customers. Vobiss Gridworx Nigeria Limited shall ensure that the contracted service is provided to the customer within the agreed service delivery timelines.

SERVICE CONTRACTS

Vobiss Gridworx Nigeria Limited will provide a printable format of the contract or agreement for service provision, ensuring it is written in plain and clear language. **Vobiss Gridworx Nigeria Limited** shall ensure that prospective customers receive comprehensive information on the terms and conditions applicable to the service before its provision. This information will include applicable rates or charges, the services covered by the charge, details on charge elements, and the method of calculation. Additionally, it will specify the frequency of charges or other conditions that may trigger a charge and clarify whether these charges or their components are subject to change. In cases where changes occur, customers will be duly informed of the circumstances surrounding such modifications.

DESCRIPTION OF SERVICES

Vobiss Gridworx Nigeria Limited offers a diverse range of services, including IP Services (IP Access, IP Transit), IPLC Services, Leased Line Services, Dark Fibre, and many other solutions. Our service catalogue continues to expand, ensuring that we meet the evolving needs of our customers with cutting-edge connectivity options. For a detailed description and pricing of our services, please send an email to info@vobissgridworx.com.

Vobiss Gridworx Nigeria Limited provides Shared or Dedicated Internet Services, along with Professional Services subscribed to by the Customer, as specified in the provided monthly plans or Proforma Invoice issued by the company. The service may include set-up support and will include 24x7 customer support (remote technical assistance) and on-site support within working hours, subject to the terms in the clause "Technical Support and Maintenance Services."

SUBSCRIBERS BANDWIDTH

Vobiss Internet bandwidth is determined by the Customer's subscribed Service Plan, which defines both the download and upload capacities. The bandwidth allocation ensures that customers receive optimal performance based on their selected plan, balancing efficiency and reliability for various internet usage needs. Whether for residential or corporate use, our service is designed to provide seamless connectivity tailored to individual or business demands.

For Shared Internet/Intranet services, two key bandwidth metrics apply:

- Maximum Information Rate (MIR) – This represents the peak data throughput attainable on the link, allowing users to experience the highest possible speeds under optimal network conditions.
- Committed Information Rate (CIR) – This is the minimum guaranteed data throughput on the link, ensuring a stable and consistent internet experience even during peak usage periods. By maintaining

a robust infrastructure, Vobiss ensures that customers receive reliable service performance aligned with their expectations.

THE INTERNET PLANS

Our Internet plans provide continuous connectivity with a fixed monthly fee. Broadband Internet ensures 'always-on' access to email, personal web space, chat facilities, multi-player gaming, exclusive movie features, music, videos, and interviews. We strive to optimize online experiences through our broadband services. Vobiss Gridworx Nigeria Limited delivers Internet Services across different networks, utilizing the latest fibre solutions for corporate and residential customers.

CONTRACT TERM AND TERMINATION

The service commencement date will be after the complete deployment of the service.

Each party has the right to terminate this agreement with thirty (30) days' prior written notice if the other party breaches any material obligation under this agreement and fails to remedy the breach within the notice period.

- If Vobiss Gridworx Nigeria Limited terminates the agreement due to a material breach by the customer, no refund will be issued.
- If the customer terminates due to a material breach by Vobiss Gridworx Nigeria Limited, the service fee for the ongoing service period will be refunded.
- A terminated customer may be reconnected upon payment of a reconnection fee determined by Vobiss Gridworx Nigeria Limited.
- Residential customers may discontinue their service by not renewing their plan.
- Postpaid customers wishing to terminate their service must notify Vobiss Gridworx Nigeria Limited in writing at least thirty (30) days before their plan's expiry.
- In the event of a service interruption due to an issue from Vobiss Gridworx Nigeria Limited, the customer will receive appropriate compensation. However, if the fault originates from the customer, they will bear the repair costs.

Vobiss Gridworx Nigeria Limited may amend these General Conditions and any accompanying Exhibits without prior written notice. Customers may terminate the agreement before the effective date of amendments by providing written notice; otherwise, the amendments will take effect as specified.

PRODUCT WARRANTIES, MAINTENANCE, FAULT REPAIR AND SERVICE INTERRUPTION

Vobiss Gridworx Nigeria Limited provides a warranty for customers who obtain products from the company or authorized dealers. Customers are advised to inspect their products at the point of purchase or installation to ensure proper functionality.

Vobiss Gridworx Nigeria Limited shall ensure that fault repairs are conducted in compliance with the relevant fault repair standards established by the Commission's Quality of Service Regulations or as otherwise directed by the Commission from time to time. Additionally, all repairs shall adhere to the terms documented in the service order forms provided to customers.

Vobiss Gridworx Nigeria Limited shall ensure that prospective customers receive comprehensive information regarding service interruptions and applicable compensation, including service credits. These details shall be clearly stated in the relevant Service Order Forms to ensure transparency and customer awareness.

PROVISIONING OF SERVICE

In the event that Vobiss Gridworx Nigeria Limited encounters technical challenges affecting service provisioning, the resolution timeframe will be guided by the rectification processes permitted by the Nigerian Communications Commission. The company is committed to ensuring timely and efficient service delivery; however, unforeseen circumstances may occasionally impact the provisioning process.

Vobiss Gridworx Nigeria Limited shall not be held liable for delays resulting from factors beyond its reasonable control. Such factors may include, but are not limited to, disruptions caused by third-party infrastructure providers, regulatory constraints, natural disasters, or unforeseen technical failures. Additionally, delays arising from the unavailability of necessary infrastructure or the customer's creditworthiness may also impact service timelines. In all cases, the company will make every reasonable effort to communicate with affected customers and work towards a swift resolution of any outstanding issues.

ACCESS TO EMERGENCY SERVICES

Vobiss Gridworx Nigeria Limited is committed to fully adhering to all regulatory standards and obligations related to emergency services. This includes ensuring accurate location identification, the integration of designated emergency numbers, and the proper routing of emergency service communications, as stipulated by the relevant regulatory Commission. The company will take all necessary measures to comply with these mandates, ensuring timely and efficient response to emergency situations.

3. ADVERTISING AND REPRESENTATION OF SERVICES

ADVERTISING PRACTITIONERS' COUNCIL OF NIGERIA (APCON)

The Advertising Practitioners Council of Nigeria (APCON) is responsible for regulating advertising practices within Nigeria and has established the Nigerian Code of Advertising Practice. Vobiss Gridworx Nigeria Limited shall comply with the advertising standards set forth by APCON, as well as any other relevant laws or regulations, in addition to the rules governing the advertising or promotion of telecommunications services outlined in this General Code.

SERVICE AVAILABILITY

Vobiss Gridworx Nigeria Limited will clearly communicate in advertising materials promoting the availability of any service, highlighting any geographical or technical limitations that may affect the service's performance or that are known to the company.

Vobiss Gridworx Nigeria Limited will also disclose any limitations in service offers in advertising materials, particularly those that:

- (a) apply only to a specific group of individuals;
- (b) are limited to a particular zone, region, or other geographical area within the country;
- (c) apply for a specific period of time; or
- (d) are contingent upon the limited availability of equipment, facilities, or other resources.

The availability of services is dependent on the customer's chosen service plan. Under this Agreement, Vobiss Gridworx Nigeria Limited guarantees service uptime as outlined in the Service Level Agreement provided with the agreement.

A backup solution, utilizing a different Vobiss Gridworx Nigeria Limited network, can be proposed to enhance link redundancy and improve service availability.

Complete information regarding the services offered to both residential and corporate markets can be found on the Vobiss Gridworx Nigeria Limited website: www.vobissgridworx.com.

ADVERTISING OF PACKAGED SERVICES

If Vobiss Gridworx Nigeria Limited advertises that a service is provided as part of a package, the company will ensure that it is capable of supplying all components of the service package. In the event that Vobiss Gridworx Nigeria Limited is unable, or may be unable, to provide any component of the package, this limitation will be clearly stated in the advertising materials. When advertising the price of any component within a service package. Furthermore, where the price of any component of the package is indicated in the advertising materials, Vobiss Gridworx Nigeria Limited will include a statement of the minimum total charge for the package, along with any conditions that may apply.

UNSOLICITED TELEMARKETING

Vobiss Gridworx Nigeria Limited will refrain from engaging in unsolicited telemarketing, unless it discloses:

- (a) the identity of Vobiss Gridworx Nigeria Limited or the party on whose behalf the communication is being made, along with the specific purpose of the communication at the outset;
- (b) during the communication, the full price of any product or service being promoted; and
- (c) the recipient of the communication's absolute right to cancel the agreement for the purchase, lease, or provision of any product or service within seven (7) days of the communication, by calling a specified telephone number (without charge, which will be clearly identified during the communication), unless the product or service has been supplied and used by the recipient within that time frame.

Vobiss Gridworx Nigeria Limited will also ensure that telemarketing efforts are in compliance with any "call" or "do not call" preferences recorded by the consumer at the time of entering into a contract or thereafter, and in accordance with any applicable rules or guidelines issued by the Commission or other relevant authorities.

4. CONSUMER BILLING, CHARGING, COLLECTION, AND CREDIT PRACTICES

ITEMIZATION OF CHARGES

Where applicable, the Customer shall pay Vobiss Gridworx Nigeria Limited the installation fees and the price of the Customer Premises Equipment (CPE). The pricing for installation fees and CPEs is advertised for residential plans and outlined in proposals or Proforma invoices for corporate plans. The Customer shall pay Vobiss Gridworx Nigeria Limited the amount stated in the monthly plans or in the Proforma Invoice (Prices) as payment for the services provided.

Detailed information is available on the Vobiss Gridworx Nigeria Limited website at www.vobissgridworx.com.

BILLING PRACTICES OBJECTIVES

The objective of Vobiss Gridworx Nigeria Limited's policy on customer billing, charging, collection, and credit practices is to ensure that billing is accurate and timely, with the accuracy of billing being verifiable. Sufficient information shall be provided on invoices to allow customers to verify the charges. Upon request, Vobiss Gridworx Nigeria Limited will provide the customer with timely, accurate, and up-to-date information regarding the billing terms and conditions, as well as any relevant options available to the customer. Records of customer invoices and related charges will be retained for at least twelve (12) months.

TIMING FOR ISSUANCE OF BILL

There are no bills for prepaid residential plans. Notifications regarding account expiration or the exhaustion of subscription quota are automatically generated and sent to clients prior to the expiration date. All payments for corporate plans shall be made monthly (or as per the subscribed period) in advance, in line with the chosen plan.

INVOICE AND BILL INFORMATION

Vobiss Gridworx Nigeria Limited shall ensure that customer bills include sufficient information, such as the customer's billing name and address, as well as Vobiss Gridworx Nigeria Limited's business name, address, and registered number. Each bill will feature a unique bill number for identification, the billing period covered, and a description of the charges based on the contract to which the bill applies. The bill will also include the total amount billed, applicable credits, discounts, and the net amount payable by the customer. Additionally, the date of issuance, the payment due date, and available methods of payment will be specified. The bill will outline the standard practices for handling customer complaints and billing inquiries, along with the processes guiding bill delivery, retention, billing periods, and delayed bills. Finally, the bill will provide clear guidelines for billing inquiries, customer complaints, and penalties for non-payment.

RECEIPTS AND CONSUMER PAYMENT ADVICE

Payments for corporate plans will be processed in accordance with the following provisions:

- Corporate plans are invoiced based on a monthly subscription.
- The plan is renewed on the 1st of each month.
- A Proforma invoice will be automatically generated and sent to the customer's email address before the 25th of the month (prior to the expiry of the account).

- The invoice will be automatically generated on the 1st of each month and available on the customer's Web Self Care portal. Once payment is posted, the receipt will be visible in the customer's online account within 24 hours.
- Monthly payments should be posted in the customer's account before the 1st of each month to avoid service discontinuity.
- If the service fee is not fully paid by the 1st of the month, the service will be disconnected.
- No scratch cards are available for these accounts.
- No invoices will be physically sent to corporate offices.
- No physical collection will be made by Vobiss Gridworx Nigeria Limited executives.
- For cheque payments, service activation will occur only after the funds have been realized.
- Vobiss Gridworx Nigeria Limited will not be liable for any cash payments made to staff regarding this agreement unless a receipt from Vobiss Gridworx Nigeria Limited is obtained. The customer releases Vobiss Gridworx Nigeria Limited from any liability arising from errors or discrepancies not reported within seven (7) days.

BILLING FREQUENCY

Vobiss Gridworx Nigeria Limited will provide written notification of any proposed changes to billing periods. The notification will be provided at least two (2) billing periods in advance (i.e., at least 2 months in advance if the billing period is monthly).

NON-PAYMENT OF BILLS

In cases where the bill is not fully paid by the 1st of a new month, the service will be disconnected.

DISPUTED CHARGES

Vobiss Gridworx Nigeria Limited shall not impose any disconnection or credit management actions regarding disputed charges for a service while the complaint or dispute is under investigation. The customer shall be obliged to make payments for any undisputed outstanding amounts. Vobiss Gridworx Nigeria Limited shall specifically notify the customer in advance if it intends to disconnect or take any credit management actions related to a disputed charge, before such disconnection or action is carried out.

5. PROTECTION OF CONSUMER INFORMATION

The purpose of this section is to reaffirm Vobiss Gridworx Nigeria Limited's commitment to the protection of consumer information. Vobiss Gridworx Nigeria Limited also recognizes its responsibility in cases where the disclosure of consumer information is permitted under certain circumstances, such as "authorized interception of communications" by the Commission.

COLLECTION AND USE OF CONSUMER INFORMATION

Vobiss Gridworx Nigeria Limited may collect details related to a customer only when necessary and relevant for providing the service or product that Vobiss Gridworx Nigeria Limited is engaged to provide or for other legitimate purposes, which will be communicated to the customer prior to collection. In the course of business, Vobiss Gridworx Nigeria Limited collects information on its customers, and in certain cases, customer details are disclosed to us by end users. This may include

both information collected actively (by request or inquiry) and passively (via recorded actions or activity).

Vobiss Gridworx Nigeria Limited will use customer information solely for permitted purposes, such as internal marketing, billing, or other purposes necessary for service provision, and for purposes made known to the customer prior to information collection. Additionally, Vobiss Gridworx Nigeria Limited may use customer data for other purposes with the customer's prior consent, whether express or implied. Vobiss Gridworx Nigeria Limited may also be required to disclose confidential customer information when mandated by law, court order, or statutory and regulatory bodies, or when it serves the public interest or the interest of the company.

PROTECTION OF CONFIDENTIAL INFORMATION

Vobiss Gridworx Nigeria Limited is committed to protecting the confidentiality of customer information and preventing unauthorized access and use. The company employs both technological and organizational measures to safeguard customer data. Vobiss Gridworx Nigeria Limited goes beyond legal requirements for information protection, implementing ethical standards that exceed legal and regulatory obligations.

The company ensures that information collected from customers:

- Can be verified by the customer, especially when it relates to business records or individual details.
- Is factual as disclosed by the customer, consistently recorded, and kept up-to-date when necessary.
- Is securely protected through both technological means and organizational procedures.
- Is disclosed only in accordance with established procedures and with appropriate care.

Vobiss Gridworx Nigeria Limited and its employees are prohibited from disclosing proprietary, confidential, or trade secret information obtained during service provision to any competitor of the customer or other third party without the customer's consent, except in cases of permitted usage. Employees of Vobiss Gridworx Nigeria Limited are required to sign the company's internal code on the protection of confidential information, which mandates compliance with the company's confidentiality policies. Vobiss Gridworx Nigeria Limited is committed to taking all reasonable steps to ensure the fulfillment of this obligation.

6. COMPLAINTS HANDLING

At Vobiss Gridworx Nigeria Limited, we are committed to providing world-class telecommunications services. If you are dissatisfied with any aspect of our service or the way we do business with you, we would like to hear from you. Your feedback helps us make improvements to our services. Vobiss Gridworx Nigeria Limited ensures that Customer Service agents are well-trained in handling and escalating cases involving clients with special needs. Our service agents are equipped to troubleshoot issues over the phone and escalate the matter to a field agent when necessary. Additionally, all our service centers are designed to be easily accessible for clients with special needs who prefer to visit.

COMPLAINTS HANDLING PROCESSES

If you encounter an issue with our products, services, or experience a fault, you can contact us by calling +2347071940450 or writing to us at:

Customer Services Vobiss Gridworx Nigeria Limited

No 1b, Sunday Adigun Street, Alausa, Ikeja, Lagos, Nigeria.

Email: support@vobissgridworx.com.

If you are not satisfied with how your problem is being handled, you may escalate the matter by contacting the **Customer Services Manager** at:

Customer Services Manager Vobiss Gridworx Nigeria Limited

No 1b, Sunday Adigun Street, Alausa, Ikeja, Lagos, Nigeria.

Email: cx@vobissgridworx.com

We strive to resolve complaints, disagreements, or disputes as quickly and efficiently as possible. Our Customer Services Manager will investigate your complaint and work with you to determine a course of action to resolve the issue.

HANDLING COMPLAINTS

All communication to Vobiss Gridworx Nigeria Limited should be made via email, telephone, letter, or using a web form. The email addresses and phone numbers can be found on our website at www.vobissgridworx.com. We prefer communication by email, followed by phone. Any follow-up communications over the phone will be transferred to email for proper tracking.

Upon receiving a support request, we will confirm both customer and technical information to provide a timely and efficient response. You will receive updates from us when additional information is needed during troubleshooting or when the issue is resolved.

Support services consist of technical assistance through email and telephone. Our technical specialists handle the classification, logging, and assignment of support requests, and they will troubleshoot the issue until it is resolved.

A problem is considered resolved when:

- The service meets its specifications.
- The customer has been advised on how to fix or bypass the issue.
- The problem is identified as a hardware failure, and the RMA process for replacing the equipment has started.
- The issue falls outside of the service agreement, and the customer has been notified.

We classify problems based on their severity:

- **Critical Technical Issues:** These issues cause a total loss of core functionality and significantly impact the customer's service. We will allocate full-time resources to resolve these issues during service hours.
- **Non-Critical Technical Issues:** These involve minor issues or requests for preventive maintenance that have minimal impact on service. Resources are available during standard business hours to assist.

CHARGES FOR COMPLAINT HANDLING

Our complaint handling processes are provided free of charge. However, a reasonable charge may be imposed if investigating the complaint requires retrieving records older than twelve (12)

months, and if this retrieval incurs additional costs or significant inconvenience to Vobiss Gridworx Nigeria Limited. Any such charges will be discussed and agreed upon with the customer before being incurred.

FURTHER RECOURSE

We are dedicated to resolving complaints, disagreements, and disputes quickly and efficiently. However, if a satisfactory resolution is not reached, the Customer Services Manager will continue working with you to resolve the matter. If you remain dissatisfied with the outcome, you can escalate the issue to the Consumer Affairs Bureau of the Nigerian Communications Commission (NCC). The NCC will review the matter impartially and try to find a fair solution. If the NCC determines that we have acted reasonably, you will be informed of their findings.

This process does not prevent you from seeking resolution through the courts. You may write to:

Nigeria Communications Commission (NCC)

Plot 423 Aguiyi Ironsi Street, Maitama, Abuja, FCT Nigeria

Tel: +234-9-4617000

Email: info@ncc.gov.ng

Website: www.ncc.gov.ng

ACTION ON DISPUTED CHARGES

Vobiss Gridworx Nigeria Limited will not impose any disconnection or credit management actions regarding services tied to a complaint or billing dispute while the issue is under investigation. Customers will be informed that payment of any amounts not under dispute must still be made. If disconnection or credit actions are required for disputed charges, the customer will be notified before any action is taken.

DATA COLLECTION AND ANALYSIS

All complaints received are logged into our system, generating a ticket for each issue. A weekly report is produced, showing all open tickets and their resolutions. The technical and service departments perform periodic analyses to identify the root causes of problems and to find solutions.

CHANGES TO COMPLAINT HANDLING PROCESSES

Vobiss Gridworx Nigeria Limited will update information regarding complaint handling and tracking processes as necessary, including any relevant information provided to consumers or the Commission.

RETENTION OF RECORDS

Our Customer Services team keeps a record of all complaints received. This includes written notes of relevant telephone conversations and copies of written communications. These records will be treated as confidential and handled in accordance with data protection, privacy, and confidentiality laws in Nigeria. We may provide records to the Nigerian Communications Commission (NCC) if they are involved in resolving a dispute. Customer complaint records will generally be retained for a period of three years. Please make sure to note the date(s) and time(s) of your complaint, whom you spoke to, and any promises made.

7. ARBITRATION

The Commission offers a simple, quick, informal, and inexpensive arbitration scheme under the Nigerian Communication Commission Dispute Resolution Guidelines 2004.

A customer who is dissatisfied with the outcome of the Vobiss Gridworx Nigeria Limited dispute resolution mechanism may apply to the Commission for an arbitration of the matter in dispute and shall comply strictly with the provisions of the aforementioned Guidelines.

An aggrieved customer will, however, be required to indicate their preferred avenue for the resolution of the dispute (i.e. either the regular courts or arbitration), as these options are mutually exclusive.

8. CODE COMPLIANCE

Vobiss Gridworx Nigeria Limited's Responsibilities

Vobiss Gridworx Nigeria Limited shall ensure that it adheres to the provisions of this code and all other statutory and regulatory instruments governing the provision of service to its customer.

Vobiss Gridworx Nigeria Limited shall similarly do all that is reasonably within its powers to ensure that its employees and other third parties engaged by Vobiss Gridworx Nigeria Limited to provide service to customers observe a similar level of compliance.

COMPLIANCE MONITORING AND REPORTING

As a customer-centric organization, Vobiss Gridworx Nigeria Limited maintains internal mechanisms to monitor compliance with its obligations under this Code. Vobiss Gridworx Nigeria Limited shall ensure that customers are able to take advantage of these internal monitoring mechanisms to facilitate compliance with its obligations set out in this Code.

CUSTOMER COMPLAINTS REGARDING COMPLIANCE

Customers who are dissatisfied with the resolution of their complaints or who otherwise have reasons to believe that any provisions of this code have been breached shall obtain immediate redress by escalating such complaints as detailed in this code. While Vobiss Gridworx Nigeria Limited shall ensure that all customer complaints escalated in accordance with this code are resolved to the customer's satisfaction, a customer dissatisfied with the steps taken shall be at liberty to escalate the complaint to the Consumer Contact Center or other mechanism maintained by the Commission for the resolution of complaints.

INDUSTRY COMPLAINTS

Vobiss Gridworx Nigeria Limited operates under strict ethical guidelines which require that it competes fairly and ethically. Competitors and trade partners who have any reason to believe that they have been unfairly treated by Vobiss Gridworx Nigeria Limited are entitled to have their complaints resolved to the mutual satisfaction of all parties.

Complaints by trade partners shall be resolved in accordance with the provisions of the trade or other agreement between Vobiss Gridworx Nigeria Limited and the concerned trade partner.

Complaints by competitors shall be resolved in accordance with the provisions of the relevant statutory and regulatory instruments (including, but not limited to the Competition Practices Regulations for the time being in force).

NIGERIAN COMMUNICATIONS COMMISSION INVESTIGATIONS

Consistent with its commitment to ensure full compliance with all statutory and regulatory instruments, Vobiss Gridworx Nigeria Limited shall extend full cooperation to the Commission in its investigation activities pursuant to Part 3 of Chapter V and other relevant provisions of the Nigerian Communications Act and other instruments in that regard.

APPEALS PROCESS

The escalation process detailed in this code shall constitute the appeals process for the resolution of disputes. This shall, however, be without prejudice to the rights of customers dissatisfied with the outcome of the resolution process to appeal to the Customer Contact Center or other mechanism provided by the Commission for redress under such terms and within such frameworks as the Commission may prescribe.

CONFIDENTIALITY

Vobiss Gridworx Nigeria Limited shall maintain the highest level of confidentiality in the provision of services to its esteemed customers and in the resolution of disputes arising from the provision of such services. For the avoidance of doubt, Vobiss Gridworx Nigeria Limited shall observe the confidentiality obligations set out in this Code in the resolution of disputes.

9. CONSUMER OBLIGATIONS

To enable us to provide the highest quality of service to our customers, Vobiss Gridworx Nigeria Limited will request its esteemed customers to faithfully comply with relevant statutory and regulatory instruments governing the use of telecommunication facilities. For the purpose of this Code of Consumer Practice, the following obligations have been highlighted by the Commission:

- Customers are bound by Vobiss Gridworx Nigeria Limited's terms of service, which they have signed and returned to Vobiss Gridworx Nigeria Limited or which they have clearly accepted, either by accepting the terms of service or by receiving service after its terms have been provided to the customer.
- Customers are not authorized to resell any service provided by Vobiss Gridworx Nigeria Limited without its formal authorization.

10. AVAILABILITY OF THE CODE

This code is available on Vobiss Gridworx Nigeria Limited's website at www.vobissgridworx.com

11. ANNEXURE: SERVICE CENTERS

Head Office – Lagos

No 1b, Sunday Adigun Street, Alausa, Ikeja, Lagos, Nigeria.

