



**Independent Communications Authority of South Africa**

Pinmill Farm, 164 Katherine Street, Sandton

Private Bag X10002, Sandton, 2146

**Complaints Department**

Tel: + 27 11 566 3403

Fax: + 27 11 566 3444

E-Mail: [consumer@icasa.org.za](mailto:consumer@icasa.org.za)

**COMPLAINT FORM**

For Office Use only	
Case No	
Province	
Rural/Urban	
Name of Officer	
Date complaint received by Compl. Dept.	

**SURNAME:** Hosking for the Society of Professional Engineers

**Name(s):** Michael

**Physical Address:** Cheetah Crescent Rivonia

**Postal Address:** P.O. Box 78433, Sandton 2146

**Province:** Gauteng

**Contact Tel.** +2711 0500 540

**Contact Cell phone No.:** + 2773 581 5145

**\* Telephone / Cell phone No. complained about:** DATA CARD 084 525 5896

**\*ID Number:** 4707305012086

**E-mail Address:** profengsa@gmail.com

**Service Provider Subscribed to:** Cell C

**Where applicable Reference number from service provider:** \_\_ N/A \_\_

**Select Network operator subscribed to:** CELL C,

**Brief description of your complaint:**

We are a South African Professional Body and clients of Cell C for Data.

We and about 250,000 thousand Cell C Clients in South Africa have had major problems with Cell C since August 2011 as we cannot get a Data Signal. You can see from the attached Photograph, the signal is indicated as excellent but there is no Internet Assess.

We have thousands of Photographs of the Signal problem, some of which have been posted on Name and Shame. We can forward them to you as well should you require them.

We have published the full story on the web site Name and Shame

[www.nameandshame.biz/cellc.htm](http://www.nameandshame.biz/cellc.htm)

.We have also published a request for a meeting with the Cell C Chairman and CEO Simon Duffy in August which is still on our web site [www.professionalengineers.biz](http://www.professionalengineers.biz)

**He has not responded to any of our emails, or requests** for a meeting. We have been unable to get him to answer any of our emails ( see PDF File attached ) and visit [www.nameandshame.biz/cellc.htm](http://www.nameandshame.biz/cellc.htm)

Cell C is in a Commercial Marking and Technical shambles, and from our experience in particular, it is a basket case which we believe cannot be rescued. They have a no care attitude from the Chairman Simon Duffy down. Their CEO call centre is the worst we have ever had to deal with.

Thousands of people have lodged complaints on Hello Peter [www.hellopeter.com](http://www.hellopeter.com) and they don't respond.

A large number of their Technical Staff have forwarded their CV's to us for assistance in finding new employment possibilities, bur they are of such poor quality or substandard that nobody would want to employ them.

**Resolution sought:** That Cell C be stopped from any further Advertising of any of their Products, or making false claims about their Technical Ability, speeds etc until the present problems are sorted out.

That Cell C be directed to hire Signal / Band width from MTN and or Vodacom to satisfy all their existing Clients

That Cell C be fined 10% of their Turnover for failing to respond to any of our complaints or the complaints on Hello Peter.

That the Society of Professional Engineers appoint a team to prepare a report and try get Cell C back on track.

Cell C to arrange with Vodacom / MTN to Issue us with a 60Gb data Card.for 12 months and WiFi Router Plus R 45,000-00 wasted costs and Consulting Fees. plus costs Interest and Listing Costs of R 4900-00.



**Complainant's signature**

**Date:11-03-2012**

**Note: You are requested to attach all particulars that may be relevant to this complaint.**

*\*At least one of the two fields has to be completed.*