



THE POWER IS IN YOUR HANDS

Consumer Protection Department
ICASA
Pinmill Farm
164 Katherine Street
Sandown
2146

16 April 2012

Fax: 011 566 3418

Dear Portia

CONSUMER COMPLAINT: MD HOSKING – GAU4286/11

The above matter has a reference. Cell C has tried to the best of its ability to resolve this matter amicably with the consumer however ever we still remain unsure what relief the consumer is seeking. We have offered him a full refund in exchange of the Speedstick but he has refused our offer. We have sent consultants to his premises to run some tests but the consumer has not been co- operative but has been very abusive to our staff. We kindly request the regulator to find out from him what form of relief is he seeking from Cell C.

We trust that you find the above in order. Should you have any further information or clarification in this regard, please do not hesitate to contact the writer hereof.

Yours faithfully

Khanyisile Fakude

Complaints Consultant