

Heckerbella Consumer Code of Practice

1. Introduction

Welcome to Heckerbella Limited. We are a licensed Internet Service Provider (ISP) regulated by the Nigerian Communications Commission (NCC). This Consumer Code of Practice ("the Code") explains our commitment to you, our customer, and outlines your rights, responsibilities, and the standards you can expect from our services.

This Code is prepared in line with Section 106 of the Nigerian Communications Act (2003) and the NCC Consumer Code of Practice Regulations (2024). It reflects our promise to provide reliable, transparent, and high-quality Internet services while protecting your interests and privacy.

2. Information We Provide to You

We believe in open communication and transparency. When you sign up for any of our Internet services, you will receive clear and complete information about what we offer, how much it costs, and what you can expect.

- Service Contracts** – You will receive a copy of your service contract written in plain, clear language.
- Description of Services** – We provide high-speed broadband Internet using fibre and wireless technologies, designed to meet the needs of homes and businesses.
- Pricing Information** – All service charges, fees, and terms will be shared before activation. You will never be charged hidden fees.
- Contract Terms and Termination** – Your contract will explain the start date, renewal process, and termination terms. You may cancel your service at any time in line with the agreed terms.
- Product Warranties and Maintenance** – Any router or modem we supply comes with a standard warranty period, provided it's used as intended.
- Fault Repairs and Service Interruptions** – If we ever need to carry out maintenance or if an unexpected outage occurs, we'll notify you and work quickly to restore service.
- Subscription Process** – You can easily subscribe, renew, or cancel your plan through our website, customer portal, or by contacting our support team.

3. Advertising and Service Representation

Our goal is to ensure that all our advertisements and service descriptions are truthful, accurate, and easy to understand.

- Availability of services** – We indicate clearly where our Internet services are available and any technical limitations that may apply.
- Advertising of packaged Services** – When we offer bundled services, every part of the package is provided exactly as advertised.
- Internet Connection Speed** – We disclose typical upload and download speeds so you know what to expect from your connection.
- Disclaimers** – Any disclaimers we include are simple, honest, and never misleading.
- Telemarketing** – We respect your privacy. You can opt out of promotional emails, calls, or messages at any time.

4. CONSUMER BILLING, CHARGING, AND CREDIT PRACTICES

We aim to make billing simple and transparent so you always understand what you're paying for.

- Billing Information** – Your bill shows your name, account number, billing period, and a clear breakdown of charges.
- Billing Frequency** – Our standard billing frequency is every 60 days in compliance with NCC requirements. However, customers may choose an alternative billing cycle, such as monthly, quarterly, bi-annual, or annual plans— based on their preference. All applicable charges, including subscription and usage-based fees, will be included in the bill for the selected billing cycle in line with the NCC Consumer Code of Practice Regulations.
- Itemization of Charges** – You can request a detailed bill at any time to see how your charges were calculated.
- Timing for Issuance of Bills** – Bills are issued in 10 days unless otherwise stated. We will notify you before making any changes to this schedule.
- Receipts and Payment Advice** – You'll receive an acknowledgment or receipt once we receive your payment and you can verify through Heckerbella's self-service portal. **Non-Payment of Bills** – If you miss a payment, we'll notify you before any service restriction or suspension occurs. Only the undisputed portion of a bill must be paid while a dispute is being resolved.
- Prepaid Services** – If you are on a prepaid plan, you can check your

balance and validity easily through your dashboard or via email/SMS updates.

5. Protecting Your Information

Your privacy and data protection are very important to us. We comply with the Nigerian Data Protection Act (2023) and NCC regulations on data protection.

- Data Collection** – We collect only the information necessary to deliver your services and meet legal obligations.
- Data Storage** – Your personal information is stored securely and protected against unauthorized access.
- Data Sharing** – We do not share your information with anyone unless required by law or you have given your consent.
- Your Rights** – You have the right to access, correct, or delete your data in accordance with applicable data protection laws.

6. Complaints and Dispute Resolution

We value your feedback and are committed to resolving any issues quickly and fairly. If you have a complaint, you can contact us through our website, by phone, or by email.

- Complaint Process** – We'll acknowledge your complaint within 48 hours of receiving it.
- Accessibility and Special Needs** – We will provide accessible complaint channels for persons with disabilities or special needs as requested by you.
- Charges** – Complaint handling is free of charge except where record retrieval beyond 24 months is requested, subject to consumer consent.
- Resolution Time** – Most complaints are resolved within 10 working days. If we need more time, we'll keep you informed.
- Suspension of the Disputed Charge While the investigation is ongoing** – The disputed portion of the bill will not be enforced, meaning no service restriction or disconnection will occur due to the disputed amount. The customer must continue paying all undisputed charges.
- Resolution Outcome** – Once the investigation is completed:
 - If we determine the charge was incorrect, the amount will be adjusted or credited on the customer's next bill.
 - If the charge is found to be valid, the customer must pay the outstanding amount by the next billing cycle.
 - We will provide a written explanation of the outcome.
- Escalation** – If you're not satisfied with the resolution, you can escalate the matter to the Nigerian Communications Commission (NCC) Consumer Affairs Bureau for further review.
- Data collection and analysis of complaints & outcome** – We maintain all complaints in a secure and organized system for easy tracking and identification. These records are kept for at least 24 months after resolution.
- Changes to complaint handling processes** – We regularly review and update our complaint handling process in line with NCC guidelines.
- Record Retention** – Your complaint records will be stored for at least 24 months after resolution.

7. Your Responsibilities as a Customer

As our customer, we expect your cooperation to help us serve you better:

- Acceptance of Service Terms** – You are bound by our service terms upon activation of the service or signing of the service agreement.
- Misuse of Service** – Please use our services responsibly and in compliance with the law.
- Access for Maintenance** – Allow our technicians safe access to your premises when installation or maintenance is needed.

8. CODE COMPLIANCE AND REVIEW

We continually strive to improve our services and consumer protection measures. Our Consumer Code of Practice is reviewed regularly to align with updates from the Nigerian Communications Commission and evolving international best practices.

9. Contact Us

If you have any questions or need assistance, please reach out to us:

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