



TELIKOM PNG
Always there!

CONSUMER GUIDE

MAY 2020



Dear Customer,

We are pleased to provide the 2020 edition of the Consumer Guide to assist you in choosing and using Telikom's products and services for your personal, home, or organization's needs.

Telikom PNG Limited is statutorily required to provide this Guide to its prospective customers.

Telikom PNG's goal is to provide customers with the maximum amount of independence in choosing the products, their prices, and the satisfaction gained when using these services.

There are different products and services we offer, hence, there are a number of things to consider and be aware of as a customer.

This Guide provides helpful information about:

1. Billing,
2. Charges and fees,
3. Accessibility issues,
4. Service ability, and
5. Many other useful information.

We hope that you find this Guide helpful as you begin your search for the best product and service to suit your needs.

We welcome your suggestions to make the Guide even more useful.

If you have any questions or comments about the Guide, please contact our [Customer Care on 3456789](tel:3456789) or visit our website www.telikompng.com.pg.

Please note that this is only an instruction guide to give our users/customers a better understanding of the products and services that are provided by Telikom, thus, any misinterpretation or misunderstanding of the guide shall not hold Telikom legally liable in any way.

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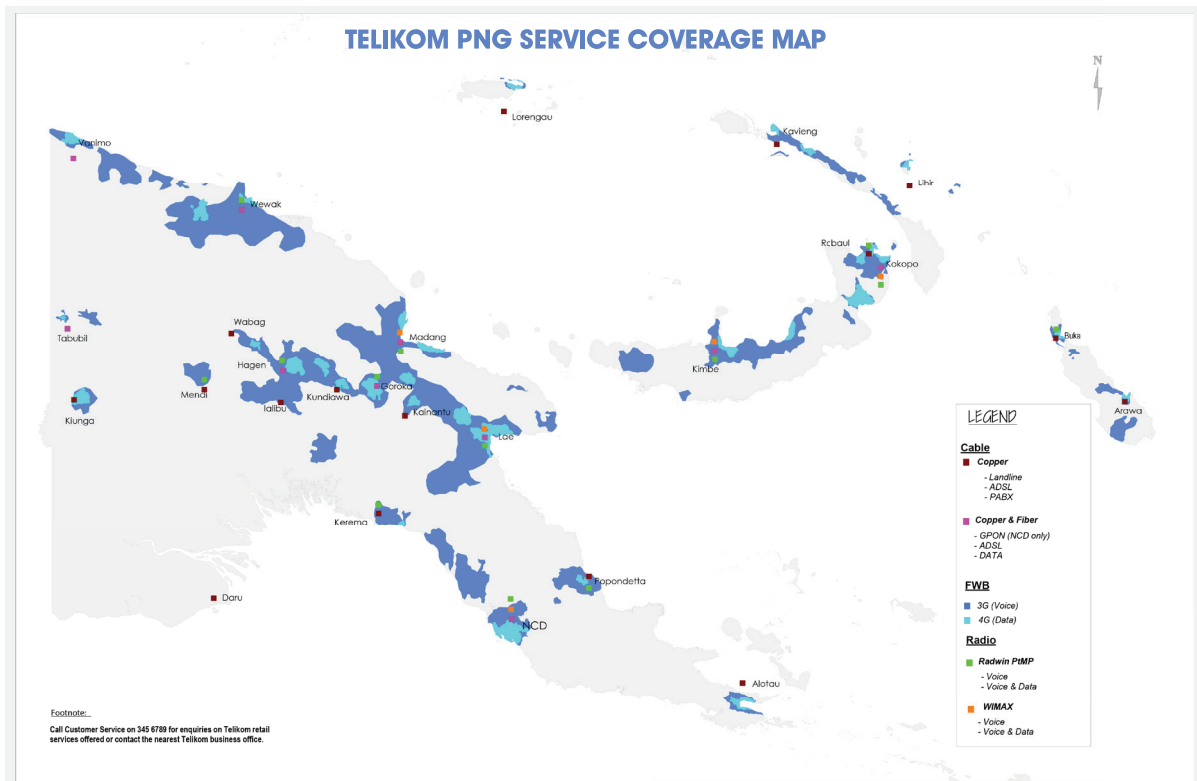
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1. What are the geographic areas or locations in which you can access and use our Retail Services (Fixed Broadband services)?

Telikom Business Offices (TBO) or Sales Office Centre locations are given below:

PROVINCE	TBO LOCATION	Office Phone #	Fax	Postal Address
NCD	Waigani	300 5342	3253413	P.O.Box 1003, Waigani
NCD	Boroko	301 5342	3259308	P.O.Box 5950, Boroko
NCD	WaterFront	303 5342		
MOROBE	Lae	4795001	4735007	P.O.Box 1476, Lae
EASTERN HIGHLANDS PROVINCE	Goroka	5322111	5322141	P.O.Box 100, Goroka
MADANG	Madang	4795001	8522620	P.O.Box 411, Madang
EAST SEPIK	Wewak	4562888	8562700	P.O.Box 133, Wewak
WEST SEPIK	Vanimo	4571125/1124	4571963	P.O.Box 91 Vanimo, WSP
EAST NEW BRITAIN	Kokopo	982 8093	9829103	P.O.Box 203, Kokopo
WEST NEW BRITAIN	Kimbe	983 5099	9835194	P.O.Box 119, Kimbe
NORTH SOLOMON (AROB)	Buka	973 9700		P.O.Box 313, Buka
NEW IRELAND	Lihir	986 4172		
NEW IRELAND	Kavieng	984 2099	9842470	P.O.Box 540, Kavieng
WESTERN HIGHLANDS	Mt Hagen	542 3396	5422264	P.O.Box 485, Mt Hagen
CHIMBU	Kundiawa	5351360	5351635	P.O.Box 418 Kundiawa
MILNE BAY	Alotau	6411026	6411035	P.O.Box 4, Alotau
MILNE BAY	Misima	6437029	6437010	P.O.Box 54, Bwagaioia
WESTERN	Tabubil	6499099	6499287	P.O.152 Tabubil, WP
WESTERN	Kiunga	6491099	6499288	P.O.152 Tabubil, WP
WESTERN	Daru	6459489	6459048	P.O.Box 25, Daru
ORO	Popondetta	6297081	6297091	P.O.Box 455 Popondetta
GULF	Kerema	6481146	6481250	P.O.Box 201 Kerema
MANUS	Lorengau	9709086	4709300	P.O.Box 109, Lorengau

Shown below is the coverage map for Fixed Broadband services offered on Fibre, Copper and Wireless solution in Papua New Guinea.



2. What are the means by which you can obtain a copy of our terms and conditions?

- ✓ You can access our full “Terms and Conditions” document from Telikom PNG website: www.telikompng.com.pg/uploads/Telikom PNG Ltd Terms Conditions.pdf
- ✓ You can also visit any Telikom Business Office nationwide and find out about the terms and conditions.

General and Specific Terms and Conditions provided by Telikom.

The Terms and Conditions below are what you will have to agree/confirm when filling a “Telikom Service Application Form” for the service/product purchased.

- We may change prices/packages at any time
- Telikom reserves the right to reclaim the devices or modems if they are not used for more than 3 consecutive months, except under circumstances that are reasonably accepted by Telikom.
- You will be responsible to pay the cost of the device or modem in the event the device or modem is deliberately damaged.
- You will be required to immediately pay any outstanding bills due to Telikom for the service rendered in the event that this service is terminated.
- Telikom reserves the right to disconnect service and reclaim the device or modem if the outstanding bills for the last two (2) months bills are not paid.
- Telikom should be entitled to use or disclose any information or data disclosed in accordance with the Terms and Conditions, and understand such consent in procedure as described by Telikom from time to time.
- All information that is provided to Telikom in connection with its service application must be true and correct.

1. Price related Terms and Conditions for Landline Telephony

All post-paid calls are GST exclusive until the time of billing and are charged at the same rate as Prepaid Call Rates.

Prepaid service

- Start-up fee includes Installation with a monthly rental charge. Charges apply for migration and change of numbers.
- Charges differ for Exchange Lines Rait Prepaid Reconnect Fee, Change of Number and Relocation Residential Rait Prepaid.

Post-paid service

- Start-up fee includes installation.
- There is a Security Bond Fee that applies to approved Post-paid Customers.

2. Price related terms and conditions for Fixed Broadband

Post-paid service

A post-paid plan is grouped into Extreme Blazer and Extreme Velocity.

- Blazer plans are charged by fixed number of “GB bundles” with an excess rate per MB for that plan.
- The velocity plans are unlimited for continuous connectivity and financial freedom. Charges apply for 1Mbps to 50Mbps and are charged monthly. Prices are offered on our website.

Prepaid Service

- Prepaid out of bundle rate has been reduced on 01st of July 2019.
- Prepaid internet plans are applicable to the following prepaid services: Fixed line (ADSL/ADSL 2+), Fixed Wireless Broadband and Fiber (GPON).

3. What are the means by which you can access, review or check information relating to your account, subscription, billing data or usage?

- Your subscriptions and usage details are provided in the detailed bill. The bills are accessible via Telikom self-care on site <https://sc.telikompng.com.pg>.
- Telikom also provides usage details on self-care:
 - 1) Up to 30days of data on the site for post-paid/prepaid internet subscribers.
 - 2) And up to 30days voice usage for prepaid subscribers.
- You can also call our Call Centre or Key Account Managers and request for billing data or usage details – refer to contact details below.

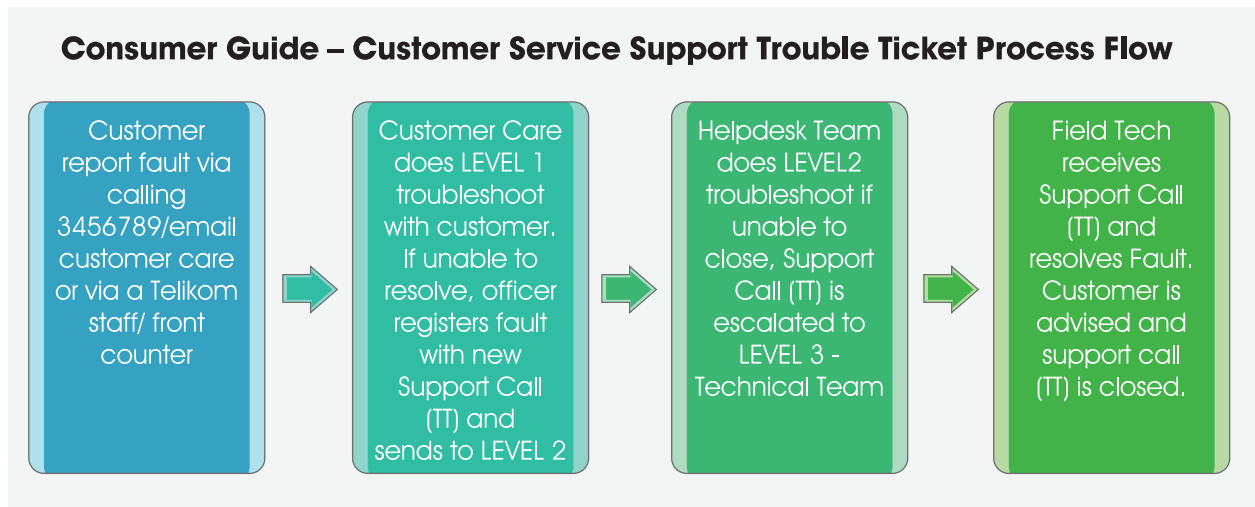
4. What are the means by which you can make an enquiry of the Service Provider in relation to the supply of our Retail Services?

- 1) By Voice calls: You can call our 24/7 Customer Care Helpdesk on 3456789
- 2) By Website: visit www.telikompng.com.pg
- 3) Or visit us in person at any Telikom Branch Office that is available near you.

5. What are the means by which you can lodge a complaint with us in relation to the supply of a Retail Service?

- All complaints in relation to the supply of a Retail Service can be lodged through contacting our 24/7 Customer Care Helpdesk on 3456789.
- Corporate customers can contact our staff contacts that are provided in their contracts,
- We offer free After Sales Support to our existing customers nationwide with our experienced technical staffs on the ground.

6. What procedures do we have for handling customers' (both prepaid and post-paid) complaints including the escalation procedure, channels and the types of remedies available?



7. What are our credit policies?

Our credit policies are as follows:

- ✓ With prepaid services, you must purchase your usage credits in advance.
- ✓ With post-paid services, we will extend to you a credit limit based on your ability to pay our bills and fees on-time.
- ✓ Where available, your payment history will be used to help us make our decisions on credit limits.
- ✓ Charges associated with your post-paid services will be deducted from your monthly credit limit and as your credit balance reduces to zero, you may be limited to using parts or all of our services until you have made payments to increase your credit balance.

8. What are the terms of any security deposits that we may require?

Our terms of any security deposits are tied to our credit policies. They are forfeited after cancellation if account is nil, otherwise it is used to offset any outstanding balances on the account. Nil interest is accrued on the bond fee.

9. What are our policies and procedures relating to suspension, disconnection or cancellation of a Retail Service for reasons relating to non-payment?

Our policies and procedures relating to suspension, disconnection or cancellation of a Retail Service for reasons relating to non-payment are as follows:

- ✓ We may suspend or restrict any services we provide you at any time.
- ✓ We may require you to pay a reconnection charge before you can use it again.
- ✓ In most cases, normal charges continue to apply during the suspension or restriction of any service.

- ✓ We may also temporarily suspend or restrict any service, or change this to an equivalent service offering if we think it is reasonable or necessary, for example, to work to resolve issues with our Network.
- ✓ We also reserve the right to amend any existing service to an equivalent service offering due to technological changes or because of the unavailability of spares to support existing services. In such cases, we will endeavour to provide you with a service that performs similar to the service being changed.

10. What are our quality of service standards and commitments?

To make it easier for you to do business with us, we commit to:

- ✓ putting you in touch with the right person to answer your enquiries
- ✓ responding to your needs quickly and effectively and
- ✓ keeping you informed about our new services which may benefit you or your business.

Please tell us if you have any complaints about our services. Our aim is to resolve complaints quickly and fairly while improving our business.

There are obligations under Telikom's individual licenses that provide for Standard and Specific Conditions of Individual Licenses Rule, 2011 which we remain committed to fulfil. You can also find our terms and conditions for "service disruptions" on our website provided earlier.

11. What are our policies and processes in relation to the protection of the confidentiality of your information, including service information?

General policies and procedures in relation to protection of confidential information.

- You must keep confidential any information you receive from us which you would expect to be confidential or commercially sensitive.
- Any pricing or network or equipment design information we provide you must be treated as confidential. You may only disclose confidential or commercially sensitive information if you are required to by law, or due to applicable stock exchange rules.
- We must also keep confidential any commercial agreements/contracts that are commercially sensitive. We may only disclose them if we are required by law and requesting the third party to keeping it confidential.

Your Unique Electronic Credentials

Where you subscribe to any of our services that require the use of unique electronic credentials (passwords or PINs), you should change this promptly to something that is unique to you and which only you will know.

You must not:

- Disclose your passwords or PINs to any other person;
- Allow any other person to see you entering, or overhear you providing your passwords or PINs;
- Record your passwords or PINs in any form;
- Choose a password or PIN which has an easily retrieved combination e.g. repeated numbers or letters;
- Choose a password or PIN that is easily identified with birth dates, vehicle registration, telephone number or your name.

You must adopt measures to ensure your unique electronic credentials, particularly your password, is changed periodically to safeguard your account with us and prevent any occurrences of identity fraud. This is especially important for Internet Services, due to the inherent risks with the Internet. Please contact us to guide you as to how you can change your password as you must familiarise yourself with this critical procedure.

OUR PRIVACY POLICY

Please read this policy carefully as it gives you important information about how Telikom handles your personal information.

This privacy policy sets out how we use and protect any information that you provide us. Telikom is devoted to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when accessing your account information, you can be assured that such information will only be used in accordance with this privacy statement.

Telikom has a firm policy of protecting the confidentiality and security of information that we collect from our Customers, Contractors and Staff. We do not share your non-public personal information with unaffiliated third parties. Information is only shared with your consent except for the specific purposes below, in accordance with all applicable laws of Papua New Guinea.

Do note that Telikom reserves the right to change this policy at any time.

USE OF INFORMATION

We limit the collection and use of non-public personal information to the minimum we believe is necessary to deliver our services to you. For customers, this means our services include providing you with information about your services, usage and bills. For contractors and staff, services include tasks that need to be actioned for service management.

WHAT WE COLLECT

Where required, we only obtain non-public personal information directly from you such as:

- First name, last name and job title

- Contact information including home address, email address, business address, home telephone numbers and business telephone numbers
- National Identity Number
- Passport Number
- Employee Identification Number
- Accounts with us and transactions and interactions by us, with us or through us.

DISCLOSURE

We do not disclose any non-public personal information about our Customer or former Customers to anyone, except when we believe it necessary to deliver services required by Customers, or where disclosure is required by law.

Except in those specific situations, without your consent, we will not make any disclosures of non-public personal information to other companies.

WHAT WE DO WITH THE INFORMATION WE GATHER

We require these information to understand your needs and provide you with better services for the following reasons:

- Internal record keeping;
- We send emails about bill statements or service incident updates as needed;
- From time to time, we may also use your information to contact you for general account information about our services and its use. We may contact you by email, phone, fax or mail;
- We may use the information to customize our website and apps to provide better service to you.

SECURITY

We are committed to ensuring that your information is secure. To prevent unauthorized access or disclosure to your information, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

CONTROLLING YOUR PERSONAL INFORMATION

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

This guide is provided consistent with Telikom's Standard Terms and Conditions and the general rules pursuant to the NICTA Act 2009 and not seen as a legally binding document between the Customer or User and Telikom PNG Ltd.