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# EACO CONSUMER RIGHTS AND OBLIGATIONS

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**PART 1-GENERAL PROVISIONS**

**Acronyms**

**EACO:** East African Communication Organization

**ICT:** Information and Communication Technology

1. **Introduction**

The East African Communications Organization (EACO) has developed these Principles to govern the relationship between consumers and Licensees of Communication services. This document may be cited as the EACO Consumer Rights and obligations. Agreements between a licensed operator and Consumer shall be drawn with consideration of EACO Consumer Rights and Obligations

Nothing herein contained shall remove or restrict the effect of or reliance on:-

1. Any written law, license condition or regulations that impose on the licensee a duty stricter than that imposed under these Principles.
2. Any term in any agreement between a consumer and a licensee to the extent that term imposes a stricter duty on the licensee than that imposed under these Principles.

 **1.1 Definitions**

In this document, unless the context provides otherwise the following terms will have the meanings ascribed to them:

‘**Consumer right’** - means a moral or legal entitlement.

**‘Consumer obligation’** – means the course of action that the consumer is required to take, whether legal or moral.

‘Unsolicited communication’- means any calls or text messages which the consumer has not subscribed to

**“Consumer**” any person or entity that acquires ICT goods and services for final use

**1.2 Scope and objectives**

 **a) Scope**

The document stipulates consumer rights and minimum standards to be adopted by licensed operators in service delivery.

**b) Objectives**

These Consumer rights and obligations aim to:

1. Define acceptable quality of service standards
2. Promote consumer rights and interests in the region
3. Facilitate the sharing of best practice in the EACO region.
4. Guide contract terms between the licensees and the consumers

**PART 2– CONSUMER RIGHTS AND OBLIGATIONS**

* 1. **Consumer Rights**

**2.1.1 Right to Information**

A consumer has a right to clear, accurate and complete facts to make an informed choice, and to be protected against dishonest or misleading information

 **2.1.2 Right to Access**

A consumer has a right to access to basic goods and services at a reasonable price.

**2.1.3 Right to Quality of Service**

A consumer has a right to be provided with high quality and reliable products and services.

**2.1.4 Right to Fairness**

A consumer has a right to fair treatment without undue discrimination and to receive equal opportunity for access to the same type and quality of services.

**2.1.5 Right to Complain**

A consumer has a right to complain and to receive timely and effective redress at no cost.

**2.1.6 Right to Safety and security**

A consumer has a right to receive or consume products and services that adequately meet the set health and safety standards.

2.1.7 **Consumer Education**

A consumer has a right to education about goods and services.

**2.1.8 Privacy**

A consumer has a right to privacy, security of private data and protection against unauthorized use of personal information and unsolicited communication.

**2.1.9 Accurate Bills**

A Consumer has a right to receive accurate, understandable and itemized billing for products and services.

**2.2 Consumer Obligations**

**2.2.1 Payment of bills**

A consumer has an obligation to pay their bill when they are due.

**2.2.2 Environmental protection**

A consumer has the obligation to use communication services in a manner that is not hazardous to the environment and ensure appropriate disposal of waste arising from the products and services consumed.

**2.2.3 Awareness**

A consumer has the responsibility to seek information on ICT goods and services offered

**2.2.4 Action**

A consumer has an obligation to be assertive and proactive in seeking redress

**2.2.5 Honesty**

A consumer has an obligation to provide truthful and accurate information

**3.0 Review**

These Consumer rights and obligations may be reviewed from time to time as may be considered necessary by EACO.