

## About SACTA

SACTA is the independent non-profit association representing the cellular communications equipment manufacturers and network operators within the Republic of South Africa.

SACTA aims to provide a source of credible information, guidance, co-operation and communication for the local and global telecommunications industry, the public, Regulator and Government on matters relating to radio frequency emissions.

### NOTE:

The content appearing on this pamphlet has been assembled for general information purposes only. SACTA has taken every reasonable care in compiling the information, however, you are urged to consult with suitably qualified advisors before placing any reliance or taking any action based on information contained in this pamphlet or any other material *e.g.* Website *etc.* to which this pamphlet refers.

©SACTA 2000

Consumers are permitted to copy material from this pamphlet for their own personal, non-commercial use. All other acts restricted by copyright laws are prohibited without express consent. If you have any questions concerning copyright, please fax them to (011)616 1202.

For more information about mobile hands-free and car kit devices and accessories, please refer to the relevant website listed hereunder:

- ALCATEL - [www.alcatel.co.za](http://www.alcatel.co.za)
- CELL C - [www.cellc.co.za](http://www.cellc.co.za)
- MOTOROLA - [www.motorola.co.za](http://www.motorola.co.za)
- MTN - [www.mtn.co.za](http://www.mtn.co.za)
- NOKIA - [www.nokia.co.za](http://www.nokia.co.za)
- PANASONIC - [www.panasonic.co.za](http://www.panasonic.co.za)
- SAMSUNG - [www.samsung.co.za](http://www.samsung.co.za)
- SIEMENS - [www.siemens.co.za](http://www.siemens.co.za)
- SONY ERICSSON - [www.sonyericsson.com](http://www.sonyericsson.com)
- TELKOM - [www.telkom.co.za](http://www.telkom.co.za)
- VODACOM - [www.vodacom.co.za](http://www.vodacom.co.za)



SOUTH AFRICAN CELLULAR TELECOMMUNICATIONS ASSOCIATION

### Contact Details

PO Box 28961  
KENSINGTON  
2101

Tel: (011) 615 9800

Fax: (011) 616 1202

[WWW.SACTA.CO.ZA](http://WWW.SACTA.CO.ZA)



SOUTH AFRICAN CELLULAR TELECOMMUNICATIONS ASSOCIATION  
*Committed to the Communicating Community*

## PHONE ETIQUETTE



[WWW.SACTA.CO.ZA](http://WWW.SACTA.CO.ZA)

SACTA MEMBERS

ALCATEL • CELL C • MOTOROLA • MTN • NOKIA •  
PANASONIC • SAMSUNG • SIEMENS • SONY ERICSSON •  
TELKOM • VODACOM

## PHONE ETIQUETTE

Cellphones are a technological privilege that most South Africans find useful in their day to day lives. Technology has brought wonderful immediacy to communication, as well as added safety to car travellers and roving teenagers.

SACTA believes that rules of etiquette governing the use of cellphones should be premised on the same consideration as the "rules" which apply generally to the behaviour and conduct of people in society. Such rules of etiquette are fundamentally based on concepts of courtesy and respect.

SACTA provides the following suggestions to be taken into consideration when using your cellphone:

- Respect the people around you by using discretion when you make or take calls in public. You can also be courteous to the people with you by asking their permission to make or take a call.
- If you need to make or take a call while in a meeting or at a restaurant or movie theatre, leave the room. Be aware of the fact that, depending on where you are and even who you are with, some people may view your conversation as an intrusion.

- Use your phone's VibrateCall® feature in public places, such as business meetings, schools, restaurants, theatres or sporting events. If you're expecting a call get an aisle seat near an exit to minimize interruptions.

- Let incoming calls roll over to Voice Mail when it's inappropriate to take a call, for example while you're in a meeting. In some instances, turning your phone off may be the best solution.

- Use the SMS feature to send and receive messages without saying a single word.

- If you're around other people, turn off your phone's external speaker to minimize any disturbance and to respect your contact's privacy.

- Keep in mind that the people you are with take priority over a phone call. Having a conversation in their presence can be rude and make them feel unimportant.

- Avoid loud animated conversations. Keep your voice low, at a conversational level.

- When making a call, let the other party know that you are calling from a cellphone, so they anticipate distractions or being disconnected.

- Keep your conversations quiet and brief.

- Be a Good Samaritan and use your cellphone to help others.

- Follow the rules about cellphone use. Some places, such as hospitals or airplanes, restrict or prohibit the use of cellphones, so adhere to posted signs and instructions.

- Use a hands-free device while driving and pull over to the side of the road if the conversation is important, only if it safe to do so.

- Discuss cellphone manners with friends and family members. Tell them that you are practicing new cellphone etiquette rules and offer to share them.

**As a responsible cell phone user, be aware of your environment before placing or receiving a call, and have respect for those around you. Others will certainly appreciate your good judgment and consideration.**