



Code of Conduct

IsiNdebele

UMTHETHO WOKUZIPHATHA NETJHATHA YAMASIZO

I-MWEB Business ikhambisana noMthetho wokuZiphatha obeka amazinga esisekelo yokuziphatha i-MWEB Business ezama ukuyilandela lokha inikela amasizo kubasebenzisi bayo.

I-MWEB Business ibumbe uMthetho wokuZiphatha ngokuya ngemihlahlandlela kunye namazinga asisekelo wamatjhatha wabasebenzisi abekwe yi-Independent Communications Authority of South Africa ("Isiphathimandla") kuSaziso 1740 sika-2007 esakhizwa kuPhepha likaRhulumente lenomboro 30553, lomhlaka-7 Nobayeni 2007 begodu nakuSaziso 272 sika-2008 esakhizwa kuPhepha likaRhulumente lenomboro 30792 lomhlaka-25 Mhlolanja 2008, ngokukhambelana.

1. Ukuzibophelela okuphambili

I-MWEB Business iza:-

- 1.1 kwenza ngendlela eyanelisako, ezwakalako begodu netjengisa isibopho kikho koke ukusebenzisana kwayo nabasebenzisi bamahlelo wayo nebangawasebenzisa ngomuso;
- 1.2 qinisekisa bona woke amasizo nemikhiqizo ihlangabezana nemithetjhwana ezibekiweko kulisensi ye-MWEB Business begodu nakumethetho nemithetjhwana yoke ekhambelanako;
- 1.3 kungabandlululi ngokungakafaneli phakathi kwabathengi bamasizo nebangomuso ngokuya ngebala, indlela yokukhuliswa, ubulili, ubudala, ikolo, ukukholwa, ukurholophala, ngomhlobo womuntu namkha ubulili ofundiswe bona;
- 1.4 bonisa umusa omkhulu nokunakekela lokha isebenzisana nabathengi bamasizo;
- 1.5 nikela abathengi bamasizo nebangomuso imininingwane mayelana namasizo namanani wawo;
- 1.6 nikela abathengi bamasizo nebangomuso nababawileko umhlahlandlela mayelana nekufunwa makhasimende wayo;
- 1.7 beka imininingwane mayelana nabathengi bamasizo wabo ifihlekile; begodu
- 1.8 bonisa abathengi bamasizo wayo ngokubikela isiphathimandla, lokha i-MWEB Business nayihlulekileko ukusombulula isinghonyoyilo ngendlela eqolisa umthengi wamasizo.

2. Amalungelo wabathengi

Amalungelo wakho ngokuya ngamasizo anikelwa yi-MWEB Business afaka hlangana (ngaphandle kokurhunyezwa) ilungelo loku:

- 2.1 nikelwa amasizo afaneleko ngaphandle kokubandlululwa ngendlela engakafaneli;
- 2.2 khetha umnikeli-masizo omfunako;
- 2.3 thola ikhophi yomtlole woMthetho wokuZiphatha neTjhatha yaMasizo ngeSingisi begodu nayi-1 (yinye) ngelinye lamalimi asemthethweni ngokuya ngokhetha kwe-MWEB Business;



Code of Conduct

IsiNdebele

- 2.4 fikela nokubuzisisa ngemininingwane namarekhodi asezandleni ze-MWEB Business;
- 2.5 vikela idatha yakho, efaka hlanguana ilungelo lokobana idatha yakho ingathengiselwa abanye abantu ngaphandle kwemvumo yakho;
- 2.6 beka isinghonyoyilo; begodu
- 2.7 hlawulwa.

3. Ukunikelwa kwemininingwane

- 3.1 Imininingwane emayelana nobukhulu bobubanzi bamasizo, imikhiqizo nokhunye okuthengiswako, amanani wamatherifu, amanani nezinye imali mayelana namasizo we-MWEB, imikhiqizo nokhunye okuthengiswako kunye nezinye izimo ezikhambelana namasizo we-MWEB, imikhiqizo nokhunye okuthengiswako, umgomo we-MWEB wefihlakalo, umgomo wokubhadela we-MWEB neminye imininingwane yokuthintana iyatholakala:
 - 3.1.1 kukhasi lethu lekhaya ku www.mwebbusiness.co.za ;
 - 3.1.2 ngaphasi kwe "Legal Notice" ("Isaziso ngeZomthetho") kukhasi lethu lekhaya;
 - 3.1.3 kumaforomu wokufaka isibawo ekudingeka bona uwazalise bona ufumane isizo; begodu
 - 3.1.4 kumikhangiso nakumagadango wokuzazisa.
- 3.2 Ikambiso yethu yokubiza amanani nokunghonyoyila itholakala kuMthetho lo.
- 3.3 Sizakuthumela incwajana ebonisa imali ekufanele uyibhadela nawusibawileko.
- 3.4 Isibawo sakho samasizo namkha imikhiqizo singaqaliswa ngkufunisisa ngendlela yokubhadela kwakho iinkwelede namkha ikambiso yokuhlaluba ngobungozi. Lokhu kutjho bona i-MWEB Business ingabawa begodu ithunyelwe Imininingwane yakho Efihlekileko, Imininingwane Yeenkwelede Zomthengi neMininingwane Efuneka ngokomthetho (njengoba kubekiwe kuNational Credit Act, 2005) ("Imininingwane yokuHlola) kilabo ebatlolisa umlando weenkwelede ukuze senze ihlahlubo lakho lezemali, ukuze sazi bona uzakwazi ukubhadela iinkwelede zakho njengana kuvunyelwene.
- 3.5 I-MWEB Business inelungelo lokuhlola ikghono lakho lokubhadela iinkwelede ngaso soke isikhathi ufaka isibawo sesizo/ umkhiqizo nokhunye okuthengiswako.

4. Amazinga aphakathi wamasizo anikelwa yi-MWEB Business

- 4.1 I-MWEB Business izakuzama ukuthola ipumelelo ye-100% ukuhlangabezana nesibawo sakho sokuthola isizo.
- 4.2 I-MWEB Business izakuphendula ngemizuzu emi-3 (emithathu) umrhala oqaliswe kwiziko lemihlala le-MWEB.
- 4.3 I-Electronic Communications Network Monitoring Centre isebenza ama-iri ama-24 (amatjumi amabili nane), amalanga ali-7 (alikhomba) ngeveke.



Code of Conduct

IsiNdebele

4.4 Ngaphezulu kwe-Electronic Communications Network Monitoring Centre yethu, i-MWEB Business ineziko lokusiza amakhasimende elenzelwe ukuthola nokusombulula iinkinga zokufaka isibawo sokuthenga neenkinga zamasizo. Iziko lemirhala le-MWEB litholakala ku-08600 2000, ngoMvulo kufikela ngoLesihlanu ngo-08h00 kufikela 19h00, ngoMgqibelo kusuka ngo 08h00 kufikela ngo-17h00 begodu ngoSonto kusukela ngo-10h00 kufikela ngo-15h00.

5. Ikambiso yokuPhatha linghonyayo zokuBiza amanani

5.1 Kufanele uthumele iinghonyayo mayelana nokubizwa amanani ku-complaints@mweb.co.za. Isinghonyayo kufanele sikhambisane nokulandelako:

5.1.1 ikhophi yencwadi efaneleko yesikwelede namkha imininingwane yakhona, isibonelo inomboro ye-akhawundi;

5.1.2 imbangela yokungezwani;

5.1.3 inani lemali eyikinga; begodu

5.1.4 imininingwane efakazako namkha amaphepha, nakube ikhona.

5.2 I-MWEB Business izakuthatha isinqumo mayelana nesinghonyayo sokubizwa kwamanani wesizo begodu ikubikele ngesinqumo sayo kungakapheli amalanga amatjumi namane (14) wamalanga wokusebenza ngemva kokuthola isinghonyayo sakho.

5.3 Ungathintana neSiphathimandla mayelana nokusombululwa kwekinga, nakube awukaneliswa mphumela wekinga yakho njengokuthathwa yi-MWEB Business.

5.4 Ukungezwani kuzakusiwa ku-Complaints and Compliance Committee yeSiphathimandla ngokuya kwesahluko 17 (H) somthetho we-ICASA nakube ukungezwani akukasonjululwa Siphathimandla ngokwaso njengoba kuhlosiwe kusahluko 5.4.

6. Ukuphatha kwenghonyayo, inqumo nekambiso yokwenyuka

6.1 Koke okhanye ukunghonyayo ngaphandle kokunghonyayilela ukubizwa amanani kufanele kuthunyelwa ku-MWEB begodu kuzakusetjenzwa yi-MWEB Business ngokuya ngomtlole wesahluko 6.

6.2 Udinga bona usinikele ithuba lokusombulula ikinga ngaphambili kobana uyithumele kuSiphathimandla.

6.3 Kudingeka bona uthumele isinghonyayo ku complaints@mweb.co.za. Isinghonyayo sakho kufanele sifake hlangana okulandelako:

6.3.1 ibizo nesibongo sakho;

6.3.2 inomboro ye-akhawundi yakho;

6.3.3 bona isinghonyayo sakho ngesaliphi ilanga; begodu

6.3.4 ihluthululo efitjhani ngokobana isinghonyayo sakho sasuka njani.



Code of Conduct

IsiNdebele

- 6.4 I-MWEB Business izakwazisa ukobana isitholile isinghonyoyilo sakho emalangeneni ama-3 (three) wokusebenza emva kokufika kwaso.
- 6.5 I-MWEB Business izakusombulula isinghonyoyilo sakho ngokukuthumela incwadi ngamalanga ama-14 (amalanga alitjumi namane) wokusebenza emva kokusithola, namkha emalangeneni ambalwa ngemva kokuvumela ngaphasi kwesimo esithile la kuthola ukuthi ukusombululwa kwesinghonyoyilo isibonelo (ngaphandle kokurhunyezwa) singaphasi komnikela wamasizo namkha omunye ongedadi onikela amasizo.
- 6.6 Ungathintana neSiphathimandla mayelana nokusombululwa kokungezwani, nakube awukaneliswa siphetho sokungezwani njengoba kunqunywe yi-MWEB Business.
- 6.7 Ukungezwani kuzakuthunyelwa ku-Complaints and Compliance Committee yeSiphathimandla ngokuya ngokwesahluko 17(H) somthetho we-ICASA nakube ukungezwani akukasonjululwa Siphathimandla ngokwaso namkha njengoba kuhlosiwe kusahluko 6.5.