IMITHETHO YOKUZIPHATHA NENKONZO YAMALUNGELO

I-M-WEBHU Business izibophelela kule Mithetho yokuZiphatha emisela ubuncinci bomgangatho wokuziphatha ethi iM-WEBHU Business izame ukuyilandela ekunikezeleni iinkonzo kubabhalisi bayo.

I-M-WEBHU Business iye yayila le Mithetho yokuZiphatha ngokungqinelana nemigaqo kwanobuncinci bemigangatho yababhalisi bamalungelo emiselwe liGunya loNxibelelwano eliZimeleyo laseMzantsi Afrika ("IGunya") kwiSaziso sama-1740 ka-2007 esipapashwe kwiPhepha-ndaba likaRhulumente uNomb. 30553 ngomhla we-7 kuDisemba ka-2007 nakwiSaziso sama-272 ka-2008 esipapashwe kwiPhepha-ndaba uNomb. 30792 ngomhla wama-25 kuFebhuwari ka-2008, ngokulandelelana.

1. IziBophelelo ezinguNdoqo

I-M-WEBHU Business iza:-

1.1 kwenza ngendlela enobulungisa, enengqiqo nethembekileyo kuko konke ukurhweba nababhalisi bayo nabanokuba ngababhalisi;

1.2 kuqinisekisa ukuba zonke iinkonzo neemveliso zanelisa iinkcukacha eziqulathwe kwiimpepha-mvume ze-M-WEBHU Business nakuyo yonke imithetho nemimiselo enxulumeneyo;

1.3 ayizikucalucalula ngokungenabulungisa ngokuchasene okanye phakathi kwababhalisi bayo nabanokuba ngababhalisi ngokwesiseko sebala, isini, ubudala, ukunqula, inkolo, ukukhubazeka, imvelaphi yobuhlanga okanye ukuziqhelanisa ngezesondo;

1.4 kubonisa imbeko nokukhathala kokugqibela xa irhweba nababhalisi bayo;

1.5 kubonelela ababhalisi bayo nabanokuba ngababhalisi ngolwazi malunga neenkonzo namaxabiso;

1.6 ngesicelo ibonelela ababhalisi bayo nabanokuba ngababhalisi ngenkokhelo malunga neemfuno zabaxhasi;

1.7 kugcina ulwazi lwesiqu lwababhalisi ngokuyimfihlo; kwaye

1.8 kucebisa ababhalisi bayo bagqithisele isikhalazo kwiGunya, apho iM-WEBHU Business iye yaphanza ukusombulula isikhalazo ngokwanelisayo sombhalisi.

2. Amalungelo abasebenzisi

Amalungelo akho ngokweenkonzo ethi iM-WEBHU Business iwabonelele aquka (ngaphandle kwesithintelo) ilungelo loku:

2.1 bonelelwa ngenkonzo efunekayo ngaphandle kokucalucalulwa gokungenabulungisa;

2.2 khetha umboneleli-nkonzo wokhetho lwakho;

2.3 fumana ikopi yeMithetho yokuZiphatha neNkonzo yamaLungelo kwisiNgesi nakolu-1(nye) lwamalwimi asesikweni njengoko kumisiwe yiM-WEBHU Business;

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2.4 fikelela kwaye ubuze iingxelo nolwazi olubanjwe yiM-WEBHU Business;

2.5 kukhuseleko lwe-data yesiqu, equka ilungelo lokuba i-data yesiqu yakho ingathengiselwa amaqela esithathu ngaphandle kwemvume yakho;

2.6 lokufaka isikhalazo; kwaye

2.7 Ilungise kwakhona.

3. Ulungiselelo lolwazi

3.1 Ulwazi malunga noluhlu olubanzi lwenkonzo, imveliso nemiqulu ebonelelwayo, intlawulo nemirhumo esebenzayo kwiinkonzo zeM-WEBHU, iimveliso nemiqulu kwanemigaqo neemeko ezikhoyo kwiinkonzo zeM-WEBHU, iimveliso, nemiqulu, umthetho wabucala nemfihlakalo weM-WEBHU, inkqubo yentlawulo zeM-WEBHU neenkcukacha zoqhagamshelo ezinxulumeneyo ezifumaneka:

3.1.1 kwi-homepage yethu ku www.mwebbusiness.co.za;

3.1.2 phantsi kwe"Zaziso zoMthetho" kwi-homepage yethu;

3.1.3 kwiifomu ze-aplikeshini ekufuneka zigcwalisiwe ukuze ufumane inkonzo; ne

3.1.4 kumanyathelo esaziso nentengiso.

3.2 Iinkqubo zethu zokunika ityala nokuphathwa kwezikhalazo ziqulathwe kuMthetho.

3.3 Sizakubonelela ngetyala elenziwe uluhlu okanye uluhlu lwezinto ezithengiswayo namaxabiso aceliweyo.

3.4 I-aplikeshini yakho yenkonzo okanye imveliso ixhomekeke kukukhangelwa kwentengo yetyala okanye inkqubo yovavanyo lomngcipheko. Le ithetha iM-WEBHU Business inokucela kwaye ifumane uLwazi oluyiMfihlo, uLwazi loMsebenzisi weNtengo yeTyala noLwazi oluMiselweyo (njengoko kuchaziwe kuMthetho weNtengo yetyala weSizwe, ka-2005) ('uLwazi loVavanyo") usuka kwi-bureauxs zentengo yetyala ezibhalisiweyo ukuze yenze uvavanyo lwezinto zokuphila zezimali, ukuze imisele nokuba uyakuba kwisimo sokwanelisa izibophelelo na phantsi kwesivumelwano esinqwenwelwayo.

3.5 I-M-WEBHU Business inegunya lokwenza uvavanyo lwezinto zokuphila zezimali ngexesha ngalinye xa usenza isicelo senkonzo/ imveliso nomqulu.

4. Ubuncinci bemigangatho yeenkonzo ezibonelelwa yiM-WEBHU Business

4.1 I-M-WEBHU Business izakuzama ukufumana i-100% lomlimganiselo wempumelelo ekuhlangabezeni isicelo sakho senkonzo.

4.2 I-M-WEBHU Business izakuphendula kungekho ngaphantsi kwemizuzu emi-3 (thathu) kuyo nayiphina ifowni ejoliswe kwiziko loncedo ngefowni lweM-WEBHU.

4.3 IZiko loJongo loThungelwano loNxibelelwano lweKhompyutha lwethu lusebenza ama-24 (shumi amabini anesine) eeyure, isi-7 (xhenxe) seentsuku zeveki.

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4.4 Ukongeza kwiZiko loJongo loThungelwano loNxibelelwano lweKhompyutha, iM-WEBHU Business isebenzisa iziko lenkonzo yomxhasi elizinikeleyo ukufumana nokusombulula imibuzo yababhalisi neengxaki zenkonzo. Iziko lefowni leM-WEBHU liyafumaneka ku 086002000, ngoMvulo ukuya kulwesiHlanu nge-08h00 ukuya kwe-19h00, ngoMgqibelo nge-08h00 ukuya kwi-17h00 kwaye ngeCawa nge-10h00 ukuya kwi-15h00.

5. INkqubo yokuPhatha iziKhalazo zoLuhlu lwamatyala

5.1 Kufuneka ujolise isikhalazo soluhlu lwamatyala ku complaints@mweb.co.za . Isikhalazo kufuneka sikhatshwe ngokulandelayo;

5.1.1 Ikopi yoluhlu lwamatyala ekungawo okanye iinkcukacha zalo, umz. inombolo ye-akhawunti;

5.1.2 Isizathu sempikiswano;

5.1.3 Isixa esikwimpikiswano; no

5.1.4 lwazi okanye amaxwebhu axhasayo, ukuba akhona.

5.2 I-M-WEBHU Business izakufikelela kukuzinikezela malunga nesikhalazo soluhlu lwamatyala kwaye inxibelelane nawe ngesigqibo sayo kungekho ngaphezulu kwentsuku zokusebenza ezilishumi elinesine (14) zokufumana isikhalazo sakho.

5.3 Ungabonana neGunya ngesisombululo sempikiswano, ukuba unokunganeliseki sisiphumo sempikiswano njengoko kumiselwe yiM-WEBHU Business.

5.4 Impikiswano izakugqithiselwa kwiKomiti yeziKhalazo nokuThotyelwa yeGunya ngokwesahluko se-17 (H) soMthetho we-ICASA kwimeko apho impikiswano ingasonjululwanga liGunya ngokwalo njengoko kucanyangisiwe kwigatya lesi-5.4.

6. Inkqubo yokuphatha, izikhalazo, izisombululo nokwanda

6.1 Zonke izikhalazo ngaphandle kwezikhalazo zoluhlu lwamatyala kumele zifakwe kwiM-WEBHU Business zeziphathwe yiM-WEBHU Business ngongqinelana nelungiselelo legatya lesi-6.

6.2 Kufuneka usinike ithuba ukusombulula isikhalazo phambi kokuba ubonane neGunya.

6.3 Kufuneka ujolise isikhalazo ku complaints@mweb.co.za . Isikhalazo sakho masiquke okulandelayo:

6.3.1 igama nefani yakho;

6.3.2 inombolo ye-akhawunti yakho;

6.3.3 umhla isikhalazo esivele ngawo; ne

6.3.4 nkcazelo emfutshane yokuveze isikhalazo.

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6.4 I-M-WEBHU Business izakuvuma ukufumana isikhalazo sakho kungekho ngaphezulu kweentsuku zokusebenza ezi-3 (ntathu) zokufumaneka kwaso.

6.5 I-M-WEBHU Business izakusombulula ngokusesikweni isikhalazo sakho ngokubhala kungekho ngaphezulu kweentsuku zokusebenza ezili-14 (shumi elinesine) zokufumaneka kwaso, okanye kungekho ngaphezulu kwanjalo ukuba made amaxesha njengoko sisenokuvuma phantsi kweemeko apho ukusonjululwa kwesikhalazo umzekelo (ngaphandle kwesithintelo) kusezandleni zomxhobisi okanye umboneleli-nkonzo weqela lesithathu.

6.6 Unokudibana neGunya lokusombulula impikiswano, ukuba unokunganeliseki ngeziphumo zempikiswano njengoko kumisiwe yiM-WEBHU Business.

6.7 Impikiswano izakugqithiselwa kwiKomiti yeziKhalazo nokuThotyelwa yeGunya ngokwesahluko se-17 (H) soMthetho we-ICASA kwimeko impikiswano leyo ingasonjululwanga liGunya ngokwalo njengoko kucanyangisiwe kwigatya lesi-6.5.

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