



Code of Conduct

IsiZulu

IMIGOMO YENDLELA YOKUZIPHATHA KANYE NOKWENZA UMSEBENZI

AbakwaMWEB Business babambe iqhaza Kwimigomo Yezindlela Yokuziphatha ebalula amazinga athile avumelekile nawemukelekile okwenza umsebenzi kanti futhi abai-MWEB Business iyazibophezela ekulandeleni leyo migomo uma inikezela ngosizo lwayo kulabo abayobe beludinga.

AbakwaMWEB Business benze lolu luhlu Lwemigomo Yezindlela Zokuziphatha ngokulandela imihlahlandlela kanye nezindlela ezamukelekile nezivumelekile ekwenziweni komsebenzi kulabo okubanjiswene nabo njengalokhu zigagulwe Yisikhungo eSizimele Sokusakaza eNingizimu Afrika ("Isikhungo") Kwisaziso esinguNo 1740 sika 2007 esashicilelwa kuGazatte Kahulumeni enguNo 30553 ebhalwe usuku lomhlaka 07 Disemba 2007 kanye Nakwisaziso esinguNo 272 sika 2008 esashicilelwa kuGazatte Kahulumeni enguNo 30792 ebhalwe usuku lomhlaka 25 Febhuwari 2008.

1. Ukuzibophezela Okunqala

AbakwaMWEB Business bazibophezele:-

- 1.1 ekuziphatheni ngendlela engavuni, enomqondo futhi ekhombisa ubuqotho kukhona konke ukusebenzisana abayoba nakho nalabo abathola usizo kubona kanye nalabo ababukeka bengaba ngabantu abangasebenzisa imikhiqizo yabo ngelinye ilanga;
- 1.2 ekuqinisekeni ukuthi zonke izinsizakalo kanye nemikhiqizo yabo iyahlangabezana nemibandela ebalulwe kwilayisense yokusebenza yakwa-MWEB Business kanye nakuyo yonke imithetho efanele kanye nezinqubomgomo;
- 1.3 ekugwemeni ukuphatha ngokucwasa labo abasebenzisa imikhiqizo yayo kanye nalabo ababukeka bengaba ngabantu abangasebenzisa imikhiqizo yayo ngelinye ilanga ngokobuhlanga, ngokobulili, ngokocansi, ngokweminyaka yobudala, ngokwenkolo, ngokwesimo sempilo, ngokwemvelaphi yobuzwe noma ngokobulili umuntu azikhethele bona;
- 1.4 ekukhombiseni inhlonipho enqala kanye nokunakekela uma bexhumana nalabo abasebenzisa imikhiqizo yabo;
- 1.5 ekunikezeleni kubantu abasebenzisa imikhiqizo yabo kanye nalabo ababukeka bengabantu ngabantu abangasebenzisa imikhiqizo yabo ngelinye ilanga ngolwazi mayalana nezinto ezenzayo kanye namanani;
- 1.6 uma beceliwe yilabo abasebenzisa imikhiqizo yayo kanye nalabo ababukeka bengaba ngabantu abangasebenzisa imikhiqizo yabo ngelinye ilanga ngokunikezela ngomhlanhlandlela kwizidingo zamakhasimende abo;
- 1.7 bazibophezele ukugcina ulwazi lwalabo abasebenzisa imikhiqizo yabo luyimfihlo; futhi



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- 1.8 bakhuthaza labo abasebenzisa imikhiqizo yabo ukuthi uma benezikhalo baziqondise Kwisigungu esiphethe uma benezinsolo zokuthi abakwaMWEB Business behlulekile ukuxazulula inkinga ngendlela eyenelisa lowo othola usizo kubo.

2. Amalungelo abathengi

Amalungelo akho ngokwezinsizakalo abakwaMWEB Business abanikezelanga ngazo afaka phakathi kokunye lawa alandelayo (kodwa futhi awagcinile kulawa):

- 2.1 ukunikezelwa ngokusizakala okudingekayo ngaphandle kokucwasa okungafanele;
- 2.2 ukuzikhethele umhlinzeki ngezinsizakalo othandwa nguwe;
- 2.3 ukuthola ikhophi yale Migomo Yezindlela Zokuziphatha kanye nezindlela ezamukelekile zokwenza umsebenzi ngesiNgisi kanye nenye ngolulodwa ulimi kulezo ezisemthethweni kuleli ngendlela eyobonwa ifanele ngakwaMWEB Business;
- 2.4 ukufinyelela kanye nokubuza kabanzi ngamarekhodi kanye nolwazi olusezandleni zabakwaMWEB Business;
- 2.5 ukuvikeleka kweminingwane yakho ebalulekile, efaka phakathi ukungadluliselwa iminingwane yakho kumuntu wesithathu ngaphandle kwemvume yakho;
- 2.6 ukufaka isikhalazo; kanye
- 2.7 nokulungisa isimo.

3. Ukunikezela Ngolwazi

- 3.1 Ulwazi mayelana nenxanxathela yezinsizakalo zethu, imikhiqizo kanye namaphakheji ethu okukhona, ukubiza kwezinsiza zethu, izimali esizibizayo ngezinsiza zethu, kanye nezimali ezikhokhwayo ngezinsiza zethu zakwaMWEB Business, imikhiqizo kanye namaphakheji kanye nemigomo nemibandela ehambisana nezinsiza, imikhiqizo okanye amaphakheji akwaMWEB Business, kanye nemigomo yakwaMWEB Business kwezokugcina ulwazi luyimfihlo futhi luyisifuba, kube yimigomo yakwaMWEB Business kwezokukhokha kanye neminingwane efanele yokuthinta abathile, konke lokhu kuyatholakala:
- 3.1.1 kwikhasi lethu lewebhusayithi elithi: www.mwebbusiness.co.za;
- 3.1.2 ngaphansi kwesihloko esithi "Izaziso Zezomthetho" kwikhasi lewebhusayithi lethu;
- 3.1.3 kumaformu agcwaliswayo uma udinga insizakalo ethile kithi; kanye
- 3.1.4 nakwizimakethe zethu kanye nakwimikhankaso yethu yokuzazisa.
- 3.2 Indlela yethu yokubiza izimali esizibizayo kanye nendlela esiphatha ngayo izikhalazo ezibhekiswe kithi konke kukule Nqubomgomo.
- 3.3 Siyokunika inani elibalwe phansi lezimali ezikhokhelwe imikhiqizo yethu noma i-invoyisi uma ukucelile lakho.



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3.4 Isicelo sakho sokuthola ukusizakala okuvela kithi kungenzeka sisiwe kulaba abheka ukuthi uyazikhokha yini izikweletu zakho. Lokhu kusho ukuthi abakwaMWEB Business bangacela futhi banikwe uLwazi Lwakho Oluyimfihlo, uLwazi Lokuthembeka Kwakho eKukhokheni iZikweletu Njengomthengi, kanye Nolwazi Olukhethekile (njengalokhu luchaziwe kuMthetho Kazwelonke Wezikweletu ka 2005) (Ulwazi Lokuhlola) kwinkampani ebhaliswe ngokusemthethweni ukugcina amagama abo bonke abangazikhokhi izikweletu zabo ukuze abakwaMWEB Business babe sesimweni esifanele sokubheka ukuthi ngabe uyokwazi yini wena ukumelana nokukhokha izimali okuyodingeka ukuba uzikhokhe ngaphansi kwesivumelwano esiyobe senziwe.

3.5 AbakwaMWEB Business banelungelo lokwenza inhlolovo yokubheka ukuthi isimo sakho sezimali simi kanjani ngaso sonke isikhathi wenza isicelo sokusebenzisa izinsiza zabo / imikhiqizo yabo kanye namaphakheji.

4. **Amazinga avumelekile kwizinsizakalo ezinikezelwa ngabakwaMWEB Business**

4.1 AbakwaMWEB Business bayozama konke okusemadleni abo ukuthola ukuphumelela ngamaphesenti ayikhulu ekuhlangabezaneni nesicelo sakho sokusizakala.

4.2 AbakwaMWEB Business bayophendula noma yiluphi ucingo olushayiwe ingakapheli imizuzu emithathu (3) uma lubhekiswe kwindawo yokushaywa kwezingcingo yakwaMWEB Business.

4.3 Isikhungo Sethu Sokubheka Ezokuxhumana sisebenza amahora angamashumi amabili nane (24), izinsuku eziyisikhombisa (7) esontweni.

4.4 Ukwengeza kwisikhungo Sethu Sokubheka Ezokuxhumana, abakwaMWEB Business babuye babe nesizinda esizinikele ekusizeni amakhasimende ngokuxazulula izinkinka ezivela ngenxa yokusebenzisa imikhiqizo yethu sibuye siphendule imibuzo evela kumakhasimende. Lesi sizinda sakwaMWEB Business sitholakala kwinombolo ethi 08600 2000, kusukela ngoMsombuluko kuya koLwesihlanu phakathi kwehora lesishiyagalombili ekuseni (08h00) kuya kwelesishiyagalombili ebusuku (20h00), ngoMgqibelo kusuka ngehora lesishiyagalombili ekuseni (08h00) kuya kwihora lesihlanu ntambama (17h00) kanye nangeSonto kusukela ngehora leshumi ekuseni (10h00) kuya kwihora lesithathu ntambama(15h00).

5. **Izikhhalazo Ezimayelana Nezimali Ezikhokhwayo Nenqubo Yokuphathwa Kwazo**

5.1 Kudingeka ukuthi ubhale isikhhalazo sakho usithumele nge-imeyeli ku: complaints@mweb.co.za. Isikhhalazo sakho kudingeka siphelzelwe yile mininingwane elandelayo:

5.1.1 ikhophi yezimali okumele zikhokhwe okhalaza ngazo noma imininingwane yalokho, isibonelo; inombolo ye-akhawunti;

5.1.2 isizathu saleso sikhhalazo;

5.1.3 isamba semali okhalaza ngaso; kanye

5.1.4 nemininingwane esekela lesi sikhhalazo noma amaphepha awubufakazi, uma ekhona.



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- 5.2 AbakwaMWEB Business bayofinyelela esinqumweni esithile mayelana nesikhalazo sakho ngemali okumele uyikhokhe noma osuyikhokhile bese bekwazisa ngesinqumo sabo zingakapheli izinsuku zokusebenza eziyishumi nane (14) isikhalazo sakho sifakiwe.
- 5.3 Unelungelo lokuthi udlulisele isikhalazo sakho Kwisikhungo esiphethe ukuze sisixazululo uma kungukuthi awenelisekile ngomphumelo wesikhalazo sakho owakhishwa ngabakwaMWEB Business.
- 5.4 Isikhalazo leso siyokwedluliselwa Kwikomidi Lezikhalo Nokuziphatha Lesigungu esiphethe ngokulandisa kwesigaba 17 (H) soMthetho weICASA uma kungukuthi Isigungu esiphethe ngokwaso siyehluleka ukusixazulula njengalokhu kubekiwe kwindima 5.4.
- 6. ukuphathwa kwezikhalazo, isixazululo kanye nokukhuphula inqubo**
- 6.1 Zonke izikhalazo ngaphandle kwezikhalazo ngezimali ezikhokhwayo, kumele zilethwe kwabakwaMWEB Business futhi ziyosonjululwa ngabakwaMWEB Business ngolandela imibandela ekule ndima, okuyindima 6.
- 6.2 Kudingeka ukuthi uqale usinike ithuba lokuxazulula isikhalazo sakho ngaphambi kokuba usise Kwisigungu esiphethe.
- 6.3 Kudingeka ukuthi ubhale isikhalazo sakho usithumele nge-imeyeli ku: complaints@mweb.co.za. Isikhalazo sakho kumele sifake lokhu okulandelayo:
- 6.3.1 igama kanye nesibongo sakho;
- 6.3.2 inombolo yakho ye-akhawunti;
- 6.3.3 usuku esadaleka ngaso isikhalazo onaso; kanye
- 6.3.4 nanencazelo emfushane echazayo ukuthi sasuswa yini leso sikhalazo.
- 6.4 AbakwaMWEB Business bayokwazisa mayelana nokuthola isikhalazo sakho zingakapheli izinsuku ezintathu (3) zomsebenzi leso sikhalazo sifakiwe.
- 6.5 AbakwaMWEB Business bayosixazulula isikhalo sakho ngokubhala phansi zingakapheli izinsuku zokusebenza eziyishumi nane (14) leso sikhalazo sifakiwe, noma ngaphakathi kuleso sikhathi eside ikakhulukazi uma, isibonelo, (kodwa futhi kungagcini lapha) isikhalazo leso kumele kube khona abanye esesibenzisana nabo kuso okungaba omunye umhlinzeki.
- 6.6 Unelungelo lokuthi udlulisele isikhalazo sakho Kwisikhungo esiphethe ukuze sisixazululo uma kungukuthi awenelisekile ngomphumelo wesikhalazo sakho owakhishwa ngabakwaMWEB Business.
- 6.7 Isikhalazo leso siyokwedluliselwa Kwikomidi Lezikhalo Nokuziphatha Lesigungu esiphethe ngokulandisa kwesigaba 17 (H) soMthetho weICASA uma kungukuthi Isigungu esiphethe ngokwaso siyehluleka ukusixazulula njengalokhu kubekiwe kwindima 6.5