Code of Conduct

Setswana

MELAO YA TIROSENTLE LE TOKOMANE YA DITSHWANELO TSA TIRELO

MWEB Business e dumalana le Melao ya Tirosentle e e tlhomang seemo se se seng kwa godmo sa tsamaiso se MWEB Business e ikaelelang go se latela mo go direleng badirisi ba yone.

MWEB Business e rulagantse Melao ya Tirosentle go ya ka dikaelo gammogo le ditekanyetso tse di seng kwa godimo thata tsa ditokomane tsa baduelela-tiriso tse di tlhomilweng ke ba *Independent Communications Authority of South Africa* ("Balaodi") mo Kitsisong ya 1740 ya 2007 e e gatisitsweng mo *Government Gazette No 30553* ya letlha la 7 Morule 2007 le mo Kitsisong ya 272 ya 2008 e e gatisitsweng mo go *Government Gazette No 30792* ya letlha la 25 February 2008, ka go latelana.

1. Dintlhakgolo tsa Boikemisetso

MWEB Business e tla:-

1.1 dira ka tsela e e siameng, e e utlwalang e e bontshang boikarabelo mo ditirisanong tsa yone tsotlhe le baduelela-tiriso ya le bao ba ka nnang ba nna baduelela-tiriso ya bone;

1.2 tlhomamisa gore ditirelo tsotlhe le didirwa di tsamaisana le ditlhaloso tse di mo laesenseng ya MWEB Business le mo melaong le melawana e e maleba;

1.3 ga e na go tlhaola ka tsela e e sa siamang kgatlhong le baduelela-tiriso kgotsa gareng ba baduelela-tiriso le ba ba ka nnang ba nna baduelela-tiriso ya bone malebana le ka lotso, bong, bogolo ka dingwaga, bodumedi, tumelo, bogole, letso kgotsa tlhopho ya mofuta wa thobalano;

1.4 bontsha maitseo a a kwa godimo le tlhokomelo fa ba dirisana le baduelela-tiriso ya bone;

1.5 naya baduelela-tiriso le ba ba ka nnang ba nna baduelela-tiriso tshedimosetso malebana le ditirelo le ditlhotlhwa;

1.6 fa e kopiwa e naya baduelela-tiriso ba yone le ba ba ka nnang ba nna baduelela-tiriso kaelo malebana le ditlhoko tsa baedirisi ba yone;

1.7 boloka tshedimosetso ya baduelela-tiriso ya bone e le khupamarama; le go

1.8 gakolola baduelela-tiriso ya bone gore ba romele ngongora ya bone go Balaodi, fa MWEB Business e reteletswe ke go baakanya ngongorego ka tsela e e kgotsaofatsang moduelela-tiriso.

2. Ditshwanelo tsa baedirisi

Ditshwanelo tsa gago malebana le ditirelo tse MWEB Business e di nayang di akaretsa (ntle le tekanyo) tshwanelo ya go:

2.1 newa tirelo e e tlhokegang ntle le go tshwarwa ka go tlhaolwa;

2.2 tlhopha moneitirelo yo o mo ikgethetseng;

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2.3 amogela khopi eno ya Melao ya Tirosentle le Tokomane ya Ditshwanelo tsa Tirelo ka Seesemane le ka e le 1 (nngwe) ya dipuo tse dingwe tsa semolao go ya ka tshwetso ya MWEB Business;

2.4 kgona go bona le go sekaseka direkoto le tshedimosetso e e mo go MWEB Business;

2.5 tshireletso ya tshedimosetso kaga gago ka namana, e e akaretsang tshwanelo ya gore tshedimosetso kaga gago ka namana e seka ya rekisediwa badirimmogo ba karolo ya boraro ntle le tetlelelo ya gago;

2.6 bolela ngongora; le

2.7 paakanyo ya yone.

3. Neo ya Tshedimosetso

3.1 Tshedimosetso malebana le ditirelo tse dintsi, didirwa le ngatana ya didirisiwa tse di abiwang, ditekanyetso tsa ditefiso, dituedisiwa le dituelo tse di tsamaisanang le ditirelo tsa MWEB Business, didirwa le dingatana tsa didirisiwa gammogo le melawana le maemo a a maleba go MWEB Business, didirwa le dingatana tsa didirisiwa, pholisi ya bosephiri le khupamarama ya MWEB Business, pholisi ya tuelo ya MWEB Business le ditsela tsa go ikgolaganya tse di maleba tse di leng teng:

3.1.1 mo tsebeng ya rona mo inthaneteng ya www.mwebbusiness.co.za;

3.1.2 tlase ga “Dikitsiso tsa Semolao” mo tsebeng ya rona mo inthaneteng:

3.1.3 mo diforomong tsa rona tsa boikopelo tse go tlhokegang gore di tladiwe go amogela tirelo; le

3.1.4 mo dikanamisong le ditsela tse di simololwang tsa thekiso.

3.2 Ditsamaiso tsa go dirisana le tshupomolato le dingongorego di mo Molawaneng o.

3.3 Re tla go naya tshupomolato ya tlhatlhamano ya molato kgotsa nanetheko fa o e kopa.

3.4 Kopo ya gago ya tirelo kgotsa sedirwa e ka tswa e ikaegile ka tshupiso ya sekoloto kgotsa tsamaiso ya tshekatsheko ya bodiphatsa. Seno se raya gore MWEB Business e ka nna ya kopa le go amogela Tshedimosetso ya gago ya Khupamarama, Tshedimoseto ya Sekoloto sa Badirisi le Tshedimosetso e e Laetsweng (jaaka e tlhalositswe mo go *National Credit Act, 2005*) ("Tshedimosetso ya Tshekatsheko") go tswa go biro ya dikoloto gore go dirwe tlhatlhobo ya bokgoni jwa ditšhelete, go bona gore a o tla kgona go duela go ya ka tumalanong e e rulaganyeditsweng.

3.5 MWEB Business e na le tshwanelo ya go dira tlhatlhobo ya bokgoni jwa go duela tšhelete fa o dira kopa ya tirelo/sedirwa le ngatana ya didirisiwa.

4. Maemo a a seng kwa godimo a tirelo e e newang ke MWEB Business

4.1 MWEB Business e tla leka go atlega ka selekanyo sa 100% fa e diragatsa kopo ya gago ya tirelo.

4.2 MWEB Business e tla araba mogala ope o o leleditsweng kwa lefelong la MWEB Business la go batla thuso.

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4.3 Lefelo la rona la Tlhokomelo ya Neteweke ya Ditlhaeletsano tsa Inthanete le dira diura di le 24 (masome a mabaedi le bone), malatsi a le 7 (supa) mo bekeng.

4.4 Mo godimo ga Lefelo la rona la Tlhokomelo ya Neteweke la Tlhaeletsano ka Inthanete, MWEB Business e tsamaisa lefelo la tirelo ya badirisi la baidri ba ba tlhoafetseng go amogela le go araba dipotso tsa baduelela-tiriso le mathata a tirelo. Lefelo la boleletso la MWEB Business le ka lelediwa kwa go 08600 2000, Mosupologo go ya go Labotlhano 08h00 go ya go 19h00, Matlhatso 8h00 go ya go 17h00 le Sontaga 10h00 go ya go 15h00.

5. Tsamaiso ya go Dirisana le Dingongorego tsa Tshupomolato

5.1 O kopiwa go lebisa ngongorego ya gago ya tshupamolato go complaints@mweb.co.za. Go tlhokwa gore ngongorego e bo e patilwe ke tse di latelang:

5.1.1 khopi ya tshupamolato e go buiwang ka yone kgotsa dintlha tsa yone, ka sekai, nomoro ya akhaonto;

5.1.2 lebaka la go sa utlwane;

5.1.3 madi a go sa utlwanweng ka one; le

5.1.4 tshedimosetso e e tshegetsang seo kgotsa ditokomane, fa di le teng.

5.2 MWEB Business e tla dira boikaelelo malebana le ngongorego ya tshupamolato le go itsise tshwetso ya yone mo malatsing a le lesome le bone (14) a beke fa ba sena go amogela ngongorego ya gago.

5.3 O ka nna wa kopana le Balaodi go rarabolola go sa utlwane, fa o sa kgotsofalela phelelo ya go sa utlwane jaaka e go ya ka tshwetso ya MWEB Business.

5.4 Go sa utlwane go tla romelwa go *Complaints and Compliance Committee of the Authority* go ya ka karolo ya 17 (H) ya ICASA Act fa go sa utlwane go sa rarabololwa ke Balaodi ka bobone jaaka go lebeletswe go ya ka molawana 5.4.

6. Go dirisana le dingongorego, tharabololo le dikgato tsa go baakanya

6.1 Dingongorego tsotlhe ntle le dingongorego tsa tshupomolato di tshwanetse go romelwa go MWEB Business mme MWEB Business e tla dirsana le tsone go ya ka seo se newang ke molawana o wa 6.

6.2 O tlhokiwa gore o re neye tshono ya go baakanya ngongorego pele ga o bua le Balaodi.

6.3 O kopiwa go lebisa ngongorego ya gago go complaints@mweb.co.za . Ngongorego ya gago e tshwanetse go akaretsa tse di latelang:

6.3.1 leina la gago le sefane;

6.3.2 nomoro ya akhaonto ya gago;

6.3.3 letlha le ngongorego ya gago e nnileng teng ka lone; le

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6.3.4 tlhaloso e khutshwane ya se se bakileng gore ngongorego e nne teng.

6.4 MWEB Business e tla go itsise fa e sena go amogela ngongorego mo malatsing a 3 (mararo) a beke morago ga foo.

6.5 MWEB Business e tla baakanya ngongorego ya gago ka lekwalo mo malatsing a a 14 (lesome le bone) a tiro morago ga go le amogela, kgotsa nako ya boleele jo re ka bo dumalanang tlase ga mabaka a mo go one tharabololo ya ngongorego ka sekai e leng mo diatleng tsa motlamedi kgotsa motlamedi wa inthanete wa boraro (mme go na le ditekanyetso).

6.6 O ka nna wa kopana le Balaodi go rarabolola go sa utlwane, fa o sa kgotsofalela phelelo ya go sa utlwane jaaka e go ya ka tshwetso ya MWEB Business.

6.7 Go sa utlwane go tla lebisiwa go *Complaints and Compliance Committee of the Authority* go ya ka karolo 17 (H) ya ICASA Act fa go sa utlwane go sa rarabololwa ke Balaodi ka bobone jaaka go lebeletswe go ya ka molawana wa 6.5.

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