



## Code of Conduct

### SiSwati

#### INDLELA YEKUTIPHATSA NESIVUMELWANO SELUSITO

I-MWEB Business ivumelana nendlela yekutiphatso yemazinga laphasi letimisele kuwalandzela ngelusito lalunika labo lanesivumelwano nabo.

I-MWEB Business ibeke lendlela yekutiphatso ngekwemigomo kanye nemazinga laphansi esivumelwano selusito lebekwe be-Independent Communications Authority yaseNingizimu Africa (“Chwepheshe) ngeSatiso 1740 sangemnyaka wa-2007 lesishicilelwe kuGazethi yahlumende lesingunombolo-30553 sangamhla tingu-7 iNgongoni 2007 kanye nakuSatiso 272 sangemnyaka wa- 2008 lesishicilelwe kuGazethi yahlumende lengunombolo- 30792 yangamhla tingu- 25 iNdlovana 2008, ngekulandzelana.

#### 1. Inkhomba Yekutinikela

##### I-MWEB Business ito:-

- 1.1 kwenta ngendlela lengiyo nangekutinikela uma isebenta nalabo lenesivumelwano nabo;
- 1.2 wuciniseka kutsi lonkhe lusito nemikhicito ilandzela lokushicilelwe kulayisensi yeMWEB Business kanye nemitsetfo lefanelekile;
- 1.3 ngeke ibandlulule ngekwembulanga, bulili, budzala, ngenkholo, ngenkholelo, ngekukhubateka nangebuve, kulabo lenesivumelwano nabo;
- 1.4 khombisa kwetsembeka nekunakekela kulabo labanesivumelwano nabo;
- 1.5 niketa lwati lolumayelana nelusito kanye nemanani kulabo lenesivumelwano nabo;
- 1.6 niketa ticondziso ngekwetidzingo tebatsengi kulabo lenesivumelwano nabo uma bacela;
- 1.7 gcina imininingwane yalabo lenesivumelwano nabo iyimfihlo; futsi
- 1.8 luleka labo lenesivumelwano nabo kutsi bangatendlulisela njani tikhalo tabo kuboChwepheshe, uma ngabe MWEB Business ehlulekile kusombulula sikhalo ngalokwenelisekako.

#### 2. Emalungelo emtsengi

Emalungeleo akho ngelusito lolutfola ka-MWEB Business afaka ekhatsi (ngalokungalinganiswa) lilungelo lekutsi:

- 2.1 utfole lusito ngaphandle kwekubandlululwa;
- 2.2 utikhetsese lofuna akunikete lusito;
- 2.3 uniketwe ikhophi lebhawwe ngeSingisi nangalolunye lwetilwimi letisemtsetfweni letincunye yi-MWEB Business yaleNdelela yekuTiphatsa neSivulelwane Selusito;
- 2.4 utfole lwati noma ubute ngetincwadzi letigcinwe baka-MWEB Business;



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2.5 kuvikeleka kwemininingwane yakho, lekufaka ekhatsi lilungelo lekungayindluliseli kunoma ngubani ngaphandle kwemvumo yakho;

2.6 ufake sikhalo;

2.7 nekulungiselwa.

### 3. Kuniketwa lwati

3.1 Lwati lolumayelana neluhla lolubanti lwetinsita, imikhicito nemphahla lephakelwako, emanani netimali letidzingekeko ngelusito lebaka-MWEB Business, imikhicito nemphahla kanye nemibandzela nemigomo lebekiwe ngelusito lebaka-MWEB Business, imikhicito nemphahla, kubayimfihlo kwemtsetfo webaka-MWEB Business, umtsetfo webaka-MWEB Business wekukhokhela neminingwane lemayelana nekuchumana nabo:

3.1.1 likheli lewebsaythi litsi [www.mwebbusiness.co.za](http://www.mwebbusiness.co.za);

3.1.2 ngaphasi kwe- **“Tatiso Temtsetfo”** kuwebsaythi yetfu;

3.1.3 kunemafomu eticelo lekumele uwagcwalise kute utfole lusito; futsi

3.1.4 kunetikhangisi naletinye tindlela lesititsengisa ngato.

3.2 Tindlela tekukhokhela netekuletsa tikhalo leticuketfwe kuleNdlela yekuTiphatsa.

3.3 Singakunika i-akhawunti lekhombisa sikweleti ngasinye noma i-imvoyisi uma ucela.

3.4 Uma ufake sicelo selusito noma semkhicito kutawentiwa luhlolo lwetikweleti lonato noma lwebungoti lobungabakhona. Loku kusho kutsi baka-MWEB Business bangacela noma batfole iminingwane yakho leyimfihlo, yetikweleti nelwati loludzingekeko kulabasemtsetfweni labasebenta ngetikweleti ngekulandzela uMtsetfo wanga 2005 we-National Credit.) (**“Imininingwane Yekuhlolwa”**) kute bente luhlolo ngetimali takho, babone kutsi ungakwati yini kwenta sibopho ngesivumelwano lofuna kusenta.

3.5 I-MWEB Business ivumelekile kwenta luhlolo lwetimali takho ngasonkhe sikhatsi uma wenta sicelo selusito/semkhicito noma semphahla.

### 4. Emazinga laphasi elusito loluniketwa baka-MWEB Business

4.1 MWEB Business utimisele kutsi atfole silinganiso sentfutuko lesingu-100% kukuniketa lusito lolucelile.

4.2 MWEB Business utawuphendvula lucingo ngesikhatsi lesimizuzu lemitsafu (3) uma ushayela sikhungo sabo setincingo.

4.3 Sikhungo setfu se-Electronic Communications Network Monitoring sisebenta ema-awa langu- 24, emalanga layinkhomba (7) ngeliviki.



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**4.4** Kwengeta mayelana nesikhungo setfu se-Electronic Communications Network Monitoring, MWEB Business usebentisa sikhungo sekusita batsengi lesitimisele kwemukela nekusombulula tinkinga tetinsita kulabo lenesivumelwano nabo. Inombolo yelucingo yesikhungo itsi 08600 2000, ungashaya kusukela ngeMsombuluko kudzimate kube nguLwesihlanu kusukela ngensimbi ya-08h00 ekuseni kute kube yinsimbi ya-19h00 ntsambama, ngeMgcibelo kusukela ngensimbi ya-08h00 ekuseni kute kube yinsimbi ya-17h00 ntsambama kantsi ngeLisontfo kusukela ngensimbi ya-08h00 ekuseni kute kube yinsimbi ya-15h00 ntsambama.

### **5. Tikhalo ngendlela yekuphatfwa kwema-akhawunti**

**5.1** Kumele utfumele sikhalo sakho ku [complaints@mweb.co.za](mailto:complaints@mweb.co.za). Sikhalo sakho asibe nanaku lokulandzelako;

5.1.1 Ikhophi yaleyo akhawunti noma imininingwane lefanele, sibonelo: inombolo ye-akhawunti;

5.1.2 sizatfu sekuphikisa;

5.1.3 linani leliphikiswako;

5.1.4 nemininingwane noma tincwadzi letivuna lokuphikisa, uma tikhona.

**5.2** MWEB Business utawutsi angafinyelela emaphetselweni ngesikhalo se-akhawunti yakho akwatise ngesincumo lasitsetse kungakapheli emalanga lalishumi nakune (14) ekusebenta emva kwekwamukela sikhalo sakho.

**5.3** Ungatsintsana naboChwepheshe uma ufuna kuphikisana nesincumo lesitsetfwe ngu-MWEB Business, uma ungeliseki.

**5.4** Lokuphikisana kutawutfunyelwa kulelikomiti le-Complaints and Compliance laChwepheshe ngekwesigaba 17(H) seMtsetfo we-ICASA uma impikiswano ingakasonjululwa nguChwepheshe njengobe kushiwo kumshwana 5.4.

### **6. Kuphatfwa kwetikhalo, tisombululo nendlela yenchubekelembili**

**6.1** Tonkhe tikhalo kumele tiniketelwe baka-MWEB Business kute batidzingidze njengobe kushiwo kumshwana 6.

**6.2** Kumele kutsi usinike litfuba lekutsi sisombulule sikhalo sakho ngembi kwekutsi usendlulisele kuChwepheshe.

**6.3** Sikhalo sakho kumele usitfumele ku- [complaints@mweb.co.za](mailto:complaints@mweb.co.za). Sikhalo sakho kumele sifake ekhatsi loku lokulandzelako:

6.3.1 ligama nesibongo sakho;

6.3.2 inombolo yakho ye-akhawunti;

6.3.3 lusuku lokuletfwa kwesikhalo;

6.3.4 nechazelo lebangele kutsi kube nalesikhalo.



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- 6.4 MWEB Business utakwatisa kungakapheli emalanga lamatsafu (3) kutsi usitfollile sikhalo sakho.
- 6.5 MWEB Business utawubhala sisombululo sesikhalo sakho kungakapheli emalanga lalishumi nakune (14) ekusebenta ekwamukelwa kwesikhalo, noma emva kwesikhatsi lesidze lesingavumelana ngaso uma sisombululo sesikhalo, sibonelo: (ngalokungenakulinganiswa) siphETFwe ngulophakela imphahla noma ngulomunye loniketa lusito.
- 6.6 Ungatsintsana naChwepheshe ngesincumo lesitsetfwe baka-MWEB Business, uma ungeneliseki ngaso.
- 6.7 Lokuphikisana kutawutfunyelwa kulelikomiti le-Complaints and Compliance laChwepheshe ngekwesigaba 17(H) seMtsetfo we-ICASA uma imphikiswano ingakasonjululwa nguChwepheshe njengobe kushiwo kumshwana 6.5.