



## Code of Conduct

### Xitsonga

#### **KHODI YA MATIKHOMELE NA CHATARA YA VUKORHOKERI**

MWEB Business yi tinyiketerile eka Khodi ya Matikhomele leyi hlamuselaka swipimelo swa le hansi swa matikhomele leswi MWEB Business yi ringetaka ku swi landzelela eka ku nyika vukorhokeri eka vatsarisiwa va yona.

MWEB Business yi tumbuluxile Khodi ya Matikhomele leyi hi ku landzelela swiletelo na swipimelo swa le hansi swa tichatara ta vatsarisiwa leti hlamuseriweke hi Independent Communications Authority of South Africa (“Vufambisi”) eka Xitiviso xa 1740 xa 2007 lexi kandziyisiweke eka Gazete ya Mfumo ya No 30553 ya siku ra 7 N’wendzambahala 2007 na le ka Xitiviso 272 xa 2008 lexi kandziyisiweke eka Gazete ya Mfumo ya No 30792 ya siku ra 25 Nyenyenyana 2008.

#### **1. Leswi ku tibohiwaka eka swona**

##### **MWEB Business yi ta:-**

- 1.1 tirha hi ku tshembeka, ni hi ndlela yo twala ya vutihlamuleri eka vutihlanganisi hinkwabyo na vatitsarisi na lava lavaka ku titsarisa;
- 1.2 vona leswaku vukorhokeri hinkwabyo an tiprodakti swi fikelela swipimelo leswi nga eka tilayisense ta MWEB Business ni le ka milawu hinkwayo na swinawana leswi nga fanela;
- 1.3 vona leswaku vatitsarisi va yona kumbe lava va nga ta va vatitsarisi va yona a va hlawuriwi ku ya hi rixaka, rimbewu, malembe, vukhongereri, vupfumeri, vulema, ririmi kumbe ndlela yo karhi ya rimbewu;
- 1.4 kombisa matikhomele ya kahle no tekela vatitsarisi va yona enhlokweni eka vutihlanganisi hinkwabyo;
- 1.5 nyika mahungu eka vatitsarisi va yona na lava va lavaka ku va vatitsarisi mayelana na vukorhokeri na tihakelo;
- 1.6 nyika vatitsarisi va yona na lava va lavaka ku va vatitsarisi mayelana na swilaveko swa vatitsarisi;
- 1.7 hlayisa mahungu ya vatitsarisi tani hi xihundla; naswona
- 1.8 tsundzuxa vatitsarisi va yona ku yisa swivilelo swa vona eka Vufambisi, laha MWEB Business yi tsandzekeke ku tisa xintshunxo hi ndlela leyi enetaka mutitsarisi.

#### **2. Tifanelo ta mutirhisi**

Tifanelo ta wena ku ya hi vukorhokeri lebyi MWEB Business yi byi nyikaka ti katsa (ehandle ka swipimelo) mfanelo yo:

- 2.1 nyikiwa vukorhokeri lebyi lavekaka ehandle ka xihlawuhlawu;
- 2.2 tihlawulela muphakeri wa vukorhokeri loyi u n’wi lavaka;
- 2.3 kuma khopi ya Khodi ya Matikhomele na Chatara ya Vukorhokeri hi Xinghezi na hi 1 (rin’we) tindzimi letin’wana ta ximfumo leti hlawuriweke hi MWEB Business;



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- 2.4 Ku kuma na ku vutisa swivutiso mayelana na tirhekodo na mahungu lama nga na MWEB Business;
- 2.5 ku sirhelela mahungu ya wena, leswi katsaka mfanelo ya leswaku mahungu ya wena ya nga hundziseriwi eka ntlawa wa vunharhu ehandle ka mpfumelelo wa wena;
- 2.6 tisa xivilelo; no
- 2.7 lulamisa.

### 3. Ku nyika Mahungu

- 3.1 Mahungu mayelana na vukorhokeri byo hambanahambana, tiprodakti na tiphakeji leti kumekaka, mimpimo ya tihakelo, tihakelo na timali leti humeseriwaka vukorhokeri, tiprodakti na tiphakeji swa MWEB Business, na swipimelo leswi vekeraweke vukorhokeri, tiprodakti na tiphakeji swa MWEB Business, pholisi ya xihundla na vun'wini bya MWEB Business, pholisi ya tihakelo ta MWEB Business na vuxokoxoko bya vutihlanganisi lebyi nga kona:

- 3.1.1 eka homepage ya hina ya [www.mwebbusiness.co.za](http://www.mwebbusiness.co.za);
- 3.1.2 ehansi ka "**Switiviso swa Xinawu**" eka homepage ya hina;
- 3.1.3 eka tifomo ta swikombelo leti faneleke ku tatiwa ku kuma vukorhokeri; na
- 3.1.4 le ka magoza yo navetisa na ya ku maketa.

- 3.2 Maendlele ya hina yo bila na ya ku lawula swivilelo ya kumeka eka Khodi leyi.

- 3.3 Hi ta ku nyika khopi ya bili kumbe inivhoyisi loko u yi lava.

- 3.4 Xikombelo xa wena xa vukorhokeri kumbe prodakti xi ta lawuriwa hi nkambelo wa khirediti kumbe ku maendlele yo hlela khombo. Leswi swi vula leswaku MWEB Business yi nga kombela no kuma Mahungu ya Xihundla ya wena, Mahungu ya Khirediti ya Vatirhisi na Mahungu Lama Hlamuseriweke (hilaha ya hlamuseriweke hakona eka National Credit Act, 2005) ("**Mahungu yo Hlela**") eka tiburo ta khirediti leti tsarisiweke leswaku ku endliwa nkambelo wa swa timali, ku vona loko u ta fikelela vutihlamuleri bya wena ku ya hi ntwanano lowu lavaka ku endliwa.

- 3.5 MWEB Business yi na lunghele ro endla nkambelo wa swa timali minkarhi hinkwayo loko u endla xikombelo xa vukorhokeri/ prodakti kumbe phakheji.

### 4. Swipimelo swa le hansi swa vukorhokeri lebyi nyikiwaka hi MWEB Business

- 4.1 MWEB Business yi ta ringeta ku fikelela mpimo wa 100% wo humelela eka xikombelo xa wena xo kuma vukorhokeri.
- 4.2 MWEB Business yi ta hlamula hi 3 (nharhu) wa timinete eka riqingho leri beriwa senthara ya tinqingho ya MWEB Business.



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- 4.3 Electronic Communications Network Monitoring Centre ya hina yi tirha tiawara ta 24 (makumembirhi mune), masiku ya 7 (nkombo) hi vhiki.
- 4.4 Ehandle ka Electronic Communications Network Monitoring Centre ya hina, MWEB Business yin a vukorhokeri bya vatirhisi byo tinyiketela lebyi amukelaka no tisa swintshuxo swa swivilelo swa vatirhisi na swiphiso swa vukorhikeri. Senthara ya MWEB Business ya tinqingho yi kumeka eka 08600 2000, Musumbhunuko ku fika Ravuntlhanu 08h00 ku fika 19h00, Muqhivela 8h00 ku fika 17h00 na Sonto 10h00 ku fika 15h00.
- 5. Matirhele ya Swivilelo Swa Ku Bila**
- 5.1 U languteriwile ku rhumela xivilelo xa ku bila eka [complaints@mweb.co.za](mailto:complaints@mweb.co.za). Xivilelo xa wena xi languteriwile ku ta na leswi landzelaka;
- 5.1.1 khopi ya bili ya kona kumbe vuxokoxoko bya yona, xik. nomboro ya akhawunti;
- 5.1.2 xivangelo xa madzolonga;
- 5.1.3 ntsengo lowu vangaka madzolonga; na
- 5.1.4 mahungu ya nseketelo kumbe tidokhumente, loko swi kumeka.
- 5.2 MWEB Business yi ta teka xiboho mayelana na xivilelo xa ku bila na ku ku tivisa xiboho xa yona eka masiku ya khumen'we (14) yo tirha endzhaku ka ku amukela xivilelo xa wena.
- 5.3 U nga tihlanganisa na Vufambisi mayelana na xintshunxo xa madzolonga, loko u nga enetiwi hi mbuyelo wa MWEB Business wo tisa xintshunxo ea madzolonga lama.
- 5.4 Madzolonga lama ya ta hundziseriwa eka Komiti ya Swivilelo na Ntwanano - Complaints and Compliance Committee - ya Vufambisi hi ku landza xiyenge xa 17 (H) xa Nawu wa ICASA loko madzolonga lama ma nag ololoxiwi hi Vufambisi ha byoxe hilaha swi hlamuseriweke hakona eka xinawana xa 5.4.
- 6. Malangutela ya swivilelo, matekele ya swiboho na matirhele**
- 6.1 Swivilelo hinkwaswo ehandle ka swivilelo swa ku bila swi fanele swi rhumeriwa eka MWEB Business naswona swi ta hleriwa hi MWEB Business hi ku landza leswi boxiweke eka xinawana 6.
- 6.2 U komberiwa ku hi nyika nkarhi wa ku ololoxa xiphiso xa wena u nga si xi hundzisa eka Vufambisi.
- 6.3 U komberiwa ku kongomisa xivilelo xa wena eka [complaints@mweb.co.za](mailto:complaints@mweb.co.za) . Xivilelo xa wena xi fanele xi katsa leswi landzelaka:
- 6.3.1 vito ra wena na xivongo;
- 6.3.2 nomboro ya akhawunti;
- 6.3.3 siku xiphiso xi nga sungula ha rona; na
- 6.3.4 na nhlamuselo yintsongo ya leswi tiseke xivilelo.



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- 6.4 MWEB Business yi ta ku tivisa leswaku yi amukerile xivilelo xa wena eka masiku ya 3 (manharhu) ya ntirho endzhaku ka ku amukela xivilelo xolexo.
- 6.5 MWEB Business yi ta rhumela xiboho lexi tsariweke xa xivilelo xa wena eka masiku ya 14 (khumemune) yo tirha endzhaku ka ku kuma xivilelo, kumbe eka nkarhi lowu engeteriweke lowu ku pfumelelaniweke ha wona hikwalaho ko va xiboho lexi tekiwaka (ehandle ka swipimelo) xi nga emavokweni ya muphakeri kumbe ntlawa wa vunharhu wa vuphakeri bya vukorhokeri.
- 6.5.1 U nga tihlanganisa na Vufambisi ku kuma xitshunxo xa madzolonga, loko u nga enetisiwi hi xiboho lexi tekiweke hi MWEB Business.
- 6.5.2 Dzolongang ri ta hundziseriwa eka Komiti ya Swivilelo na Ntwanano - Complaints and Compliance Committee – ya Vufambisi hi ku landza xiyenge 17 (H) xa Nawu wa ICASA loko dzolongang rolero ri nga ololoxiwi hi Vufambisi habyoxe hilaha swi hlamuseriweke hakona eka xinawana 6.5.