

SERVICE CHARTER NOMGOMO WOKUZIPHATHA: ISIBOPHEZELO SETHU

- ✓ I Huge Telecom izimisele:
- Ukwenza ngendlela eyanelisako, ezwakalayo kanti futhi enomfanekiso nokusebenzisana nakhasimende;
 - Ukubonisa inhlonipho nokuzikhandla, nokuzithoba uma sixhumana na amakhasimende;
 - Ukugwema ukubandlulula noma ukukhombisa intandokazi ngokungadingekile kumakhasimende noma izigaba zamakhasimende ngesisekelo uhlanga, ubulili, ubudala, inkolo, ubuhlobo womuntu noma ubulili ofundiswe bona ekunikezeni amasevisi;
 - Ukunikeza ulwazi olunembile esimayelana namasevisi wethu kanye nama tariff amaphakheji kubo bonke ababhalisile kanye namakhasimende angaba;
 - Ukunikeza isiqondiso esicelwa amakhasimende ngokuphathelene kwizidingo zabo;
 - Ukuqinisekisa ukuthi zonke izinsizakalo kanye nemikhiqizo ihlangabezana nemithethwana ezibekiweyo ngokuya ilayisensi yethu futhi imithetho efanele kanye nezinqubomgomo;
 - Nangokusheshisa ekuxazululeni nasiphi isikhalazo samakhasimende esi qotho nangokuzikhandla izindaba eziphathelene nenqubo (esethwe ngezansi), okuyothi uma si siyakuvuna ukweluleka amakhasimende mayelana amakhambi e-ICASA;
 - Ukuhlonipha imfihlo yamakhasimende futhi ukuqinisekisa ukuthi yonke imininingwane yamakhasimende ivikelwe;
 - usetshenziselwe injongo kuvunyelwe noma kuphoqelelwe isithembiso sikwa HugeTelecom.
 - ikhishwe customer kuphela;
 - Ingabonwa abesithathu ngaphandle kwemvume ebhalwe yikhasimende;
 - Ikudalulwe uma kusho Inkantolo;
 - kudalulwe ngesikhathi inqubo nokuqoqwa kwezikweletu kanye / noma i-credit bureaulisting;
 - kudalulwe ngoba le inhloso ka auditingofinkampani akhawunti abacwaningi-mabhuku Huge Telecom sika; noma
 - kuvezwe njengemfuneko mthetho edingekayo.

- ✓ Ngaphezu kwezibopho zethu ezibalulekile, iHuge Telecom izo:
- Phatha amakhasimende ngobuqotho nangokuzikhandla;
 - Nikeza ulwazi olunembile nolutholakala kalula futhi oluqondakalayo kumakhasimende, ikakhulukazi ngokusebenzisa ulimi olulula ku ncwadi yesivumelwano
 - Yenza ama tariff ajwayelekile amacala kanye nemibandela ephathelene amasevisi e Huge Telecom atholakale kwa ICASA zingakapheli izinsuku ezingamashumi amathathu (30) kusukela kuwonke amasevisi, futhi ngokuthi ushicilele ku-website yenkampani nangokuba itholakale ngokukhululekile emphakathini ukuhlolwa emahhovisi ethu ngezikhathi zokusebenza zebhizinisi;
 - Nikeza amakhasimende ukufinyelela imigomo nemibandela noma eyicela ikhophi yemigomo ebhalwe kanye nezimo zokusebenza ze ncwadi yesivumelwano ngokushesha noma njengoba ngokushesha ngemva kwesiphelo sesimiso sencwadi, ngaphandle kwalapho inkontileka singenelwe ngocingo, Huge Telecom izonikeza ikhophi ebhaliwe ikhasimende zingakapheli izinsuku eziyisikhombisa (7) zokusebenza emva kokungena esivumelwaneni;
 - Yazisa amakhasimende mayelana nezinguquko nemibandela esikhathini esiyizinsuku ngendlela efanele;
 - Yazisa amakhasimende amalungelo abo, amakhambi kanye nezibopho;
 - Kusobala ukuxhumana ngokukhokha, nokukhokhisa, nokukoleka kanye credit izinqubo lwasho amasevisi athile uma icelwa yikhasimende ukwenza senze njalo;
 - Yazisa namakhasimende abazoba ekuqaleni mayelana neminingwane ye credit, lapho okudingeka khona, okuyinto kumele kuhambisane nomthetho ofanele, kuhlanguke i-National Credit Act 34 ka 2005;
 - Ukushicilela nezinqubo zokukhokha ikhasimende izikweletu;
 - Qiniseka ukuthi impahla ukukhangisa, kuhlanguke ikakhulukazi, ulwazi lwe tariff akuyona edukisayo futhi benze ngokuvumelana Nekhodi Yokuziphatha enyatheliswa yi-South African Advertising Standards Authority nezinye Amakhodi asebenzayo;
 - Qiniseka ukuthi abasebenzi bethu baqeqeshiwe ngokwanele futhi bajwayelene okuqukethwe kumgomo;
 - Bonisa ikhophi "Ukuzibophelela okuphambili" yethu kufakwe Ikhodi kutholakala emahhovisi ethu futhi ikhophi lomgomo kwi website yethu ethi www.hugetelecom.co.za;
 - Yenza kutholakale ikhophi eprintiwe yomgomo kumakhasimende ngesiNgisi futhi kwezinye olimini okungenani olulodwa olusemthethweni;
 - Nikeza ikhophi lomgomo ku khasimende ngolimi eceliwe olusemthethweni uma yicela;

- Qinisekisa ukuthi imigomo nemibandela yesevisi yethu ihlanganisa amalungiselelo elandelayo: ubunjalo besivumelwano, ubude ubuncane besivumelwano, Isikhathi sesaziso, kanye nendlela yesaziso okuhoxisa;
- Sisebenzisa okusemandleni Kuze sethule kuwonke amakhasimende ethu ababhalisile amasevisi ethu ukuthi athobele izinga elandelayo inkonzo izilinganiso:
 - Izikhungo eliyatholakala 95%¹, Kuncike ukusebenza nokutholakala amasevisi enethiwekhi okunikezwe amanye ama licencees;
 - Ukuxhumana ukwehluleka esingeqile u 3%², Kuncike ukusebenza amasevisi enethiwekhi okunikezwe amanye ama licencees;
 - Hlangana abafanelekile, izicelo ezinengqondo futhi nokwenzeka ngoba inkonzo ukusebenza ekupheleni-umsebenzisi futhi ababhalisile ezingakapheli izinsuku eziyisikhombisa (7);
 - Hlangana nabafanelekile, ezinengqondo futhi okusebenzayo ukufakwa futhi okusebenze ngemisebenzisi kanye ababhalisile zingakapheli izinsuku ezingamashumi amathathu (30);
 - Sula amaphutha abikiwe zingakapheli izinsuku ezintathu (3);
 - Lwela ukuba ungeqi ejwayelekile Ukusabele isikhathi (3) imizuzu amathathu³ maqondana ukubiza izikhungo;
- ✓ Uma asikwazi ukuhlangabezana ukufakwa ngenhla kanye / noma kusebenze amatshe, thina sizokwazise nge zizathu ngaphakathi (7) izinsuku eziyisikhombisa emva kokuthola isicelo sakho.
- ✓ Ungakhululeka izitholele iService Charter nomgomo wokuziphatha ku www.hugetelecom.co.za noma xhumana nabasizi bamakhasimende ku customercare@hugetelecom.co.za.

¹Ukutholakala Isilinganiso ngaphakathi endaweni Ukusabalala kulinganiswa phezu isikhathi esiyizinyanga eziyisithupha

²Alinganiswe izinyanga eziyisithupha

³Alinganiswe izinyanga eziyishumi nambili