

## YESIMILO INKONZO YOKUZIPHATHA

<b>Inguqulo:</b>	1.00
<b>Ihlobo Yencwadi:</b>	Yemfihlo
<b>Umbhali: Othatha Isinqumo:</b>	K Robinson R Burger
<b>Ukukhishwa UMnyango:</b>	Unobhala we Nkampani
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<b>Izinguquko kusukela Inguqulo zokugcina:</b>	Inguquko Yokuqala

## 1. ISINGENISO

- 1.1 Huge (Telecom Huge noma Inkampani) lyawazi amakhasimende abo ngoxhaso lwabo ngasosonke isikhathi futhi abaqotho. Silwela ukuqinisekisa ukuthi amakhasimende ethu athola ukwamukelisa kungenzeka ngaso sonke isikhathi kanti futhi izikhalazo nemibuzo idingidwa ngokusheshisa futhi *embukisweni*. LeNcwadi yokuziphatha Igqugquzela uhambo lwethu ngcono okuqhubekayo ekufuneni izinga eliphezulu lokunakekela I khasimende.
- 1.2 Silandela kule Khodi Prakthiza kanye noSomqulu futhi sifisa ukwabelana lokhu namakhasimende ethu.

## 2. INHLOSO

- 2.1 Inhloso yale Ncwadi inikeza amakhasimende ethu ngemhlahlandlela ecacile mayelana nokuzinikela kwethu ukunakekelwa kwamakhasimende futhi sikunikeze umphumela kuso. Lendlela yokuziphatha emelela nokudingekayo kulongomo wolwazi abasebenzisi bokugcina kanye ababhalisile, kanye nokusebenza izilinganiso ze izinga lenkonzo ukuthi amakhasimende ungalindela.
- 2.2 Lendlela yokuziphatha sizophinda isetshenziswe ngabasebenzi be Huge Telecom, ukuhlola nokwenza ngcono ukusebenza kwethu siqu ekusizeni wena nje ngekhasimende lethu lenani.
- 2.3 Ngenxa yale njongo, le ndlela yokuziphatha ihlanganisa imininingwane mayelana nokudlula lokhu amakhasimende ethu 'akulindele.
- 2.4 Lendlela yokuziphatha iyokhonza ukusiza futhi yazise amakhasimende ngoku:
  - 2.4.1 Ukuchaza intlobo yezihlelo ze electronic zokuchumana zakwa Huge Telecom;
  - 2.4.2 Ukuxhumana nama khasimende akwa Huge Telecom Mayelana nokuzinikela;
  - 2.4.3 Ukunikeza isiqondiso ukuze ikhasimende azi namalungelo ayo, izibopho kanye amakhambi, futhi wazi ukuthi utholaphi ulwazi oluthe xaxa,
  - 2.4.4 Ukwazisa amakhasimende ukuthi athola kanjani usizo kanye nezeluleko mayelana namasevisi e Huge Telecom amanani, izimali, ukukhokha kanye imigomo nemibandela yamasevisi;

- 2.4.5 Ukwazisa amakhasimende ukuthi zibikwa njani izikhalo mayelana ne mpatho yakwa Huge Telecom;
  - 2.4.6 Ukubeka inqubo ukuba bafake izikhalazo mayelana namasevisi Telecom Huge, kanye nezinqubo zokukhuphuka efanele.
- 2.5 Huge Telecom izimisele ukuhambisane nezidingo ze-Electronic Communications Act 36 ye 2005, imithetho ehambisana ngokuphathelene nesevisi esiyinikeza amakhasimende ethu.
- 2.6 I Huge Telecom igodla ilungelo lokubukisisa lencwadi ukuqinisekisa ukuthi ihambisana nomthetho zokulawula izidingo

### 3. ISIBOPHEZELO SETHU

- 3.1 I Huge Telecom izimisele:
- 3.1.1 Ukwenza ngendlela eyanelisako, ezwakalayo kanti futhi enomfanekiso nokusebenzisana nakhasimende;
  - 3.1.2 Ukubonisa inhlonipho nokuzikhandla nokunakekela uma bexhumana na amakhasimende;
  - 3.1.3 Ukugwema ukubandlulula noma ukukhombisa ntandokazi ngokungadingekile kumakhasimende noma izigaba zamakhasimende ngesisekelo uhlanga, ubulili, ubudala, inkolo, ubuhlobo womuntu noma ubulili ofundiswe bona ekunikezeni amasevisi;
  - 3.1.4 Ukunikeza ulwazi olunembile esimayelana namasevisi wethu kanye nama tariff amaphakheji kubo bonke ababhalisile kanye namakhasimende angaba;
  - 3.1.5 Ukunikeza isiqondiso esicelwa amakhasimende ngokuphathelene kwizidingo zabo;
  - 3.1.6 Ukuqinisekisa ukuthi zonke izinsizakalo kanye nemikhiqizo ihlangabezana nemithetho ezibekiweyo ngokuya ilayisensi yethu futhi imithetho efanele kanye nezinqubomgomo;
  - 3.1.7 Nangokusheshisa ekuxazululeni nasiphi isikhalazo samakhasimende esi qotho nangokuzikhandla izindaba eziphathelene nenqubo (esethwe ngezansi), okuyothi uma si siyakuvuna ukweluleka amakhasimende mayelana amakhambi e-ICASA;
  - 3.1.8 Ukuhlonipha imfihlo yamakhasimende futhi ukuqinisekisa ukuthi yonke imininingwane yamakhasimende ivikelwe:

- 3.1.8.1 usetshenziselwe injongo kuvunyelwe noma kuphoqelelwe isithembiso sikwa Huge Telecom.
- 3.1.8.2 ikhishwe customer kuphela;
- 3.1.8.3 Ingabonwa abesithathu ngaphandle kwemvume ebhalwe yikhasimende;
- 3.1.8.4 I kudalulwe uma kusho Inkantolo;
- 3.1.8.5 kudalulwe ngesikhathi inqubo nokuqoqwa kwezikweletu kanye / noma i-credit bureaulisting;
- 3.1.8.6 kudalulwe ngoba le inhloso ka auditingofinkampani akhawunti abacwaningi-mabhuku Huge Telecom sika; noma
- 3.1.8.7 kuvezwe njengemfuneko mthetho edingekayo.

3.2 Ngaphezu kwezibopho zethu ezibalulekile, i Huge Telecom izo:

- 3.2.1 Phatha amamakhasimende ngobuqotho nangokuzikhandla;
- 3.2.2 Nikeza ulwazi olunembile nolutholakala kalula futhi oluqondakalayo kumakhasimende, ikakhulukazi ngokusebenzisa ulimi olulula ku ncwadi yesivumelwano
- 3.2.3 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;
- 3.2.4 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;
- 3.2.5 Yazisa amakhasimende mayelana nezinguquko nemibandela esikhathini esiyizinsuku ngendlela efanele;
- 3.2.6 Yazisa amakhasimende amalungelo abo, amakhambi kanye nezibopho;

- 3.2.7 Kusobala ukuxhumana ngokukhokha, nokukhokhisa, nokukoleka kanye credit izinqubo lwasho amasevisi athile uma icelwa yikhasimende ukwenza senze njalo;
- 3.2.8 Yazisa namakhasimende abazoba ekuqaleni mayelana neminingwane ye credit, lapho okudingeka khona, okuyinto kumele kuhambisane nomthetho ofanele, kuhlanguke i-National Credit Act 34 ka 2005;
- 3.2.9 Ukushicilela nezinqubo zokukhokha ikhasimende izikweletu;
- 3.2.10 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;
- 3.2.11 Qiniseka ukuthi abasebenzi bethu baqeqeshiwe ngokwanele futhi bajwayelene okuqukethwe kumgomo;
- 3.2.12 Bonisa ikhophi "Ukuzibophelela okuphambili " yethu kufakwe Ikhodi kutholakala emahhovisi ethu futhi ikhophi lomgomo kwi website yethu ethi [www.hugetelecom.co.za](http://www.hugetelecom.co.za);
- 3.2.13 Yenza kutholakale ikhophi eprintiwe yomgomo kumakhasimende ngesiNgisi futhi kwezinye olimini okungenani olulodwa olusemthethweni;
- 3.2.14 Nikeza ikhophi lomgomo ku khasimende ngolimi eceliwe olusemthethweni uma yicela;
- 3.2.15 Qinisekisa ukuthi imigomo nemibandela yesevisi yethu ihlanguke amalungiselelo elandelayo: ubunjalo besivumelwano, ubude ubuncane besivumelwano, Isikhathi sesaziso, kanye nendlela yesaziso okuhoxisa;
- 3.2.16 Sebenzisa esikwenzayo kahle kakhulu ukunikeza bonke ababhalisile amakhasimende amasevisi ethu ukuthi athobeke izinga elandelayo inkonzo izilinganiso:
  - 3.2.16.1 Izikhungo eliyatholakala 95%<sup>1</sup>, Kuncike ukusebenza nokutholakala amasevisi enethiwekhi okunikezwe amanye ama licencees;
  - 3.2.16.2 Ukuxhumana ukwehluleka esingeqile u 3%<sup>2</sup>, Kuncike ukusebenza amasevisi enethiwekhi okunikezwe amanye ama licencees;
  - 3.2.16.3 Hlangana abafanelekile, izicelo ezinengqondo futhi nokwenzeka ngoba inkonzo ukusebenza ekupheleni-

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<sup>1</sup>ukutholakala Isilinganiso ngaphakathi endaweni Ukusabalala kulinganiswa phezu isikhathi esiyizinyanga eziyisithupha

<sup>2</sup>Alinganiswe izinyanga eziyisithupha

- umsebenzisi futhi ababhalisile ezingakapheli izinsuku eziyisikhombisa (7);
- 3.2.16.4 Hlangana nabafanelekile, ezinengqondo futhi okusebenzayo ukufakwa futhi okusebenze ngemisebenzisi kanye ababhalisile zingakapheli izinsuku ezingamashumi amathathu (30);
- 3.2.16.5 Sula amaphutha abikiwe zingakapheli izinsuku ezintathu (3);
- 3.2.16.6 Lwela ukuba ungeqi ejwayelekile Ukusabele isikhathi (3) imizuzu amathathu<sup>3</sup> maqondana ukubiza izikhungo;
- 3.3 Uma asikwazi ukuhlangabezana ukufakwa ngenhla kanye / noma kusebenze amatshe, thina sizokwazise nge zizathu ngaphakathi (7) izinsuku eziyisikhombisa emva kokuthola isicelo sakho.

#### 4. AMALUNGELO WAMAKHASIMENDE

- 4.1 I Huge Telecom iyahlonipha amalungelo amakhasimende ayo 'ku:
- 4.1.1 ihlinzekwe ngokusizakala okudingekayo ngaphandle kokucwasa okungafanele;
- 4.1.2 ukuzikhethela umhlinzeki ngensizakalo<sup>4</sup> abalithandayo;
- 4.1.3 ukuthola ulwazi ngolimi alukhethayo;
- 4.1.4 ukufinyelela kanye nokubuza kabanzi ngamarekhodi kanye nolwazi olusezandleni wesevisi ngokwelayisensi noma umthetho oqondene;
- 4.1.5 ukuvikeleka kwemininingwane amakhasimende 'siqu, kuhlanganise ilungelo lokobana idatha yomuntu siqu ithengiswe abesithathu ngaphandle kwemvume yikhasimende;
- 4.1.6 Ukubika ngokungalungile;
- 4.1.7 ukulungiswa kabusha kufanele isikhalazo azinakuxazululwa ngendlela egculisayo.
- 4.2 Konke okuvumekile okhambelana nezibopho ezithile, futhi I Huge Telecom iyawanaka amalungelo nezibopho eziphathelene. Ngokwesibonelo, Ilungelo

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<sup>3</sup>Alinganiswe izinyanga eziyishumi nambili

<sup>4</sup>"Umnikeli lisevisi" kusho) umuntu oyisazimthetho ethengisa a electronic inkonzo umthengi ukuxhumana (s) kanye / noma imikhijizo (ama) ukusetshenziswa umthengi uqobo. (B) no-opharetha wenethiwekhi; (C) umuntu oyisazimthetho ukuthi uthenga amasevisi enethiwekhi ovela ku-opharetha wenethiwekhi ukuba lithengise amasevisi wawo ukuthi umthengi

lekhasimende ukuba unikezwe isevisi uma ngabhalisa kudala isibopho phezu kwengxenye lekhasimende ukukhokhela isevisi, kanye isibopho inkampani isevisi.

## 5. SERVICES TELECOM ELIKHULU'S

- 5.1 Huge Telecom inikeza amasevisi e GSM wokuxhumanisana eNingizimu Afrika.
- 5.2 Huge Telecom ixhumanisa ngezwi noma ibhizinisi elinamasevisi wefoni elesebenzina I GSM ukunikeza engenantambo 'imayela lokugcina' uxhumano ezakhiweni ikhasimende umnyombo inethiwekhi (imayela lokugcina uxhumano yokugcina kunethiwekhi ezakhiweni zamakhasimende) . inkonzo yayo enkulu abambele lefakwako ingqalasizinda izwi, efana naleyo inikezwe umphakathi ushintshela inethiwekhi ngocingo ezifana-Telkom, okungenazintambo GSM izixazululo. amakhasimende e Huge Telecom sika siqukethe izinhlango zenkampani nanoma yimuphi usayizi kanye yokuhlala abathengi, ngubani odinga esinqunyiwe indawo lwenethiwekhi izwi inkonzo. Huge Telecom akusho umnikazi ingqalasizinda inethiwekhi; kunalokho, isebenzisa off-opharetha mobile amanethiwekhi akhona eNingizimu Afrika.

## 6. INQUBO YEZIKHALAZO

### 6.1 Kuyini isikhalazo

- 6.1.1 Isikhalazo yinhlango yokuxhumana sifakwe ukuze Huge Telecom yikhasimende lapho wena unikeze imininingwane emayelana nokuthi Ukunganeliseki bakho indinganiso izinkonzo ezenziwa Huge Telecom.
- 6.1.2 Isikhalazo singafakwa ngocingo, ngeposi, mathupha noma ngombhalo womakhalekhukhwini noma inhlango isela abezindaba ngenhla.
- 6.1.3 Izikhalazo kumele sifakwe ngokuhambisana izikhalazo inqubo zika Huge Telecom.

### 6.2 Kuphi futhi kanjani isinghonyayo

- 6.2.1 Izikhalazo kumele zifakwe ngokuxhumana kwethu kanje:

6.2.1.1 Ungaxhumana Huge Telecom ngocingo ku 011 603 6000 phakathi izinsuku zebhizinisi ngo 08:00 kuya ku 16:30.

6.2.1.2 Ungase futhi uthumele i e-mail kithi [customercare@hugetelecom.co.za](mailto:customercare@hugetelecom.co.za).

6.2.1.3 Ungakwazi usibhalele ku:

Huge Telecom Izikhalazo  
Customer Care Centre  
PO Box 1585  
Kelvin  
2054

6.2.2 Zonke izikhalazo uzobe zakhonza zethu Customer Care Centre, ngaphandle kokubheka okusho zokuxhumana kwakuhlala isikhalazo sakho.

### 6.3 Inqubo elandelayo sokufaka isikhalazo

6.3.1 Huge Telecom izokwazisa ukuthi itholikele isikhalazo zingakapheli izinsuku ezintathu (3) ekwamukelweni kwayo abasebenzi bethu .

6.3.2 Sizonikezela ukusabela okusheshayo futhi siphendule ngokushesha njengoba uphenyo lwethu futhi ucwaningo uma uqediwe.

6.3.3 ukunakekelwa kwamakhasimende ethu ngokukhulu ukushesha basebenzi baholwe ngokufanele ngezinqubomgomo i, izinqubo kanye nemigomo baqeqeshelwe lowo msebenzi njalo sibuyekezwe, isib lokukhokhisa kanye nezinqubo credit lapho liphenya isikhalazo sakho.

6.3.4 Sizokwazisa kusengaphambili mayelana nesikhathi inkokhelo kanye nokwenzeka Ukukhipha esimweni yokungakhokhi ngaphakathi kwenkathi ethile ngaphambi Ukukhipha kuyokwenzeka.

6.3.5 Izikhalazo zokukhokha zizobe ziqondiswe izimiso jikelele ezilandelayo:

6.3.5.1 Amasevisi ngeke ixhumeke kuyilapho ukuphenywa kokuphulwa ingxenye uphikise wemali isalinde futhi kuze ikhasimende azisiwe imiphumela yophenyo kanye isinqumo sokugcina sesikhalazo;

6.3.5.2 Amakhasimende akudingeki ukuba akhokhe lemali uphikise umthethosivivinywa okulindile uphenyo isikhalazo.



- 6.3.6 Uma kwenzeka yesevisi kokuphazamiseka ngenxa imikhiqizo onesici, sizokwenza ukuxhumana nawe iziphi izinyathelo iyothathwa alungise isici, futhi yimaphi amanye amalungiselelo baye zibekiwe ngesikhathi, ngezina okungenzeka ngalo.
- 6.3.7 Sizolalela ukukhathazeka kwakho futhi ufunde kuzo zonke izikhalazo, ngoba zisisiza ukuthuthukisa amasevisi ethu.
- 6.3.8 Uma senze iphutha, siyoxolisa kuwe futhi uthathe isinyathelo ukumisa iphutha elifanayo kungenzeki futhi.
- 6.3.9 Inhloso yethu ukuxazulula zonke izikhalazo zingakapheli izinsuku eziyishumi nane (14) esitholile.

6.4 Izinqubo lapho ikhasimende kuyinto abanelisekile ngokuphila impendulo wathola maqondana isikhalazo

- 6.4.1 Uma wenze isikhalazo esithize futhi, ungakwazi sibhebhethaka isikhalazo sakho kuMqondisi nge e-mail (rburger@hugetelecom.co.za) kungakapheli izinsuku ezingu-14 zokuthola impendulo yakho kusukela Nokunakekela Ikhasimende. KuMqondisi kuthanda:
  - 6.4.2 ukwenza uphenyo mayelana nokuthola isikhalazo sakho;
  - 6.4.3 ukhethe ukuthi isikhalazo sakho silungisiwe;
  - 6.4.4 wazise abanye abafanele ukuthatha isinyathelo ukuze alungise noma yimaphi amaphutha bese ukuvimbela iphutha elifanayo enziwa futhi;
- 6.4.5 ukuxhumana ngesinqumo sethu sokugcina kuwe.

6.5 Inqubo lapho ikhasimende usakholwa ukuthi Huge Telecom ithathé isinyathelo ngokungalungile

- 6.5.1 Abamangali kumele banikezane I Huge Telecom ithuba nokuxazulula izikhalazo zabo kulingane ngaphambi kokuba asondele ICASA.
- 6.5.2 Ikhasimende, ongaka nelisekile ngomphumela wakhe / isikhalazo sakhe ngemva siphakamisele sikhalazo kuya Interface Customer iyunithi makangasondeli ICASA sokulungiswa isikhalazo.
- 6.5.3 Angase asebenzise inqubo evezwe esiGabeni 17C we-ICASA soMthetho sihlizeka ngokuthi:

(1) (a) Umuntu enesizathu sokukholelwa ukuthi licencee unecala okungebona be-ukuhambisana nemigomo nemibandela yelayisensi yalo noma nalo Mthetho agunyaza ezihleli angafaka isikhalazo ne Authority ezinsukwini ezingama-60 usuyaziqaphela kusolwa abangahambisani nawo.

(2) Isigungu seziPhathimandla singathola ukuqondisa isikhalazo ku-Complaints and iKomiti Ukuhambisana ukuze sicatshangelwe.

6.5.4 Izingqubo okumele zilandelwe ngokwesigaba 17 (C) isikhalazo kungatholakala kuwebhusayithi ICASA nganoma [www.icasa.org.za](http://www.icasa.org.za)

## 7. OLUGCINWA MAQONDANA IZIKHALAZO

- 7.1 I Huge Telecom izogcina futhi igcine irekhodi lazo zonke izikhalazo eyazithola ezivela kumakhasimende.
- 7.2 Huge Telecom ngeke ithobelane nesibopho sayo ukuba bazithobe ICASA imibiko eyisithupha njalo ngenyanga izikhalazo futhi lusetshenziswe ngu Huge Telecom. Imininingwane eyifaka emibikweni kukhononda: izibalo zezikhalazo ezifakwe wathola, ukuxazululwa, ukusatshalaliswa kuzo zonke izigaba, izifunda kanye izikhathi ezibekiwe.