



ISIVUMELANO SENKONZO YABATHENGI

I-NetOne izibophezela ekunikezeni abasebenzisi bayo isevisi ephakeme okwezinga lomhlaba wonke. Sizimisele ukulinika inetwork lemikhiqizo ehambelana lezidingo zenu. ICharter leyi igogela izinga lesevisi okumele liyikhangelele kithi. Abathengi baqakathekile kithi ngalokho senza imizamo yokudingisisa lokugcwalisisa izidingo zenu zokuxhumana.

2. UMBONO: Ukuba ngoholayo eZimbabwe ngokunikeza izisombululo zeDigital eziqhubekayo.

3. ISITATIMENDE SEMISHINI: Ukuthuthukisa uphakathi lokuguqula impilo ngezisombululo zokuxhumana.

4. IZIMISO ZOKUZIPHATHA: Umthwalo wokuziphendulela, amaqhinga amatsha, ukuthembeka, ukuba yintshantshu, ukusebenzisana.

5. SIYABAKHATHALELA ABATHENGI BETHU (WE CARE)

5.1 Ukuxhumana: Sizimisele ukuxhumanisa abathengi bethu kumasevisi points, njalo sibanikeza indlela zokufinyelela kumasevisi ethu awemoyeni athembekileyo.

5.2 IThuba: Sizaqinisekisa ukuthi abathengi bethu bazathola ulwazi olupheleleyo ngemikhiqizo lama sevisi ethu ukuze benze izinqumo ezikhaliphileyo.

5.3 Ukwethembeka: Sinikeza isevisi ethembekileyo njalo sizimisele ukuthwala umthwalo yonke yokuphathwa kwabathengi bethu.

5.4 Ukuzwela: Sizimisele ukuxazulula inkinga zabathengi bethu ngokuphangisa njalo siyaqakathekisa imibono yenu.

6. AMASEVISI ESIZIMISELE NGAWO

- Inetwork esezingeni laphezulu
- Isevisi esezingeni laphezulu
- Ukugcina imininingwane yabathengi eyimfihlo.
- Ukulinganisa, iqiniso lokwethembeka
- Ukuba sobala ekusebenzisaneni
- Umthwalo wokuziphendulela



iNetwork esezingeni laphezulu

- ▶ Ukutholakala njalonje, inetwork esezingeni laphezulu ukuxhumana okungela mpazamo.
- ▶ Isikhathi esifitshane sokulungiswa kwempazamo yenetwork.
- ▶ inetwork efinyelela kuzo zonke indawo zelizwe.
- ▶ Ubuchwephetshe obujulileyo.



Isevisi esezingeni laphezulu

- ▶ Isevisi esezingeni laphezulu efanayo kuwo wonke amaShop ethu.
- ▶ Ukutholakala kalula njalo ngaso sonke isikhathi kuContact Centre yethu.
- ▶ Ukuphangisa ukuxazulula imbuzo lezikhazazo
- ▶ Abameli balozwelo njalo bayalalela kuwo wonke amasevisi centre ethu.



Ukugcinwa kwemininingwane yabathengi eyimfihlo

- ▶ Ukugcina imininingwane yabathengi eyimfihlo mayelana lemithetho ephathelane lezokugcinwa kwemininingwane.



Ukulinganisa, iqiniso lokwethembeka

- ▶ iNetOne izimisele ukuxazulula izikhalazo, ukungazwisisani ngokulinganisa njalo ngendlela ezisobala ilandela imithetho. Sisekelwa yizimiso zokulinganisa ukungabandlululi, lokuthembeka kubathengi bethu.
- ▶ Sizimisele ukuziphatha ngendlela elokulingana, elenhlonipho, njalo etshengisa ubuntu.



Ukuba Sobala

- ▶ Silithembisa ukuba sobala, njalo silinikeza imininingwane ngesikhathi, mayelana ngemikhiqizo yethu ukwenelisa ukuthi abathengi bethu benze izinqumo ezijulileyo. Sizahlala silazisa imigomo lembandela ephathelane lemikhiqizo yethu etshengisa intengo.
- ▶ Sizahlala silinikeza imininingwane eqakathekileyo emakhasini ethu okuxhumana emoyeni afana lewebsite (www.netone.co.zw), iSMS, lecontact centre (123 toll-free), public media (press), lamadigital platforms



Umthwalo Wokuziphendulela

- ▶ Sizibeka umthwalo omkhulu wokuqinisekisa ukuphepha kwemikhiqizo, izevisi lokusebenza kwethu. Sesilendlela zokwehlisa iCarbon footprint lokukwenza ibhizimusi lethu ligcine imvelo iphephile.

7. IZINGA LESEVISI

Ubudlelwano benu lathi siyabuqakathekisa. INetOne iyazibophezela ukunika abathengi isevisi engaphezulu kwezinga elilandelayo;

7.1. Ukuzibophezela ukunikeza isevisi ehamba phambili		
#	isevisi	Esikulangazelelayo
1.	Sizimisele ukulancedisa ngokuphangisa emaShop ethu.	Sizalancedisa ngemva kwesikhathi esingedluli imizuzu emihlanu lifike eShop yethu.
2.	Ukuxazululwa kwezikhalazo.	Ezincane – 100% zixazululwa lapho liqala ukusazisa Ezingaphakathi – sizixazulula ngemva kwamahola ayi-48 Ezinkulu – sizixazulula ngemva kamalanga ayisikhombisa okusebenza.
3.	Nxa usitshayela ucingo eshop, egatsheni oluphetheyo loba eContact Centre;	Siphendula ucingo kungakedluli 3 rings lukhala nxa litshayela ucingo eshop loba eSwitchboard, eContact centre ucingo lubanjwa kungakedluli umuzuzu owodwa. Sizibophela ukulikhulumisa ngenhlonipho ecingweni isibonelo sithi; Ukubingelela: Sakubona Nkosazana/Mnumzana Ibiziso lami nguMercy wase NetOne Customer Care Centre, singalancedisa njani lamhlanje?
4.	Ukwamukela ngenjabulo	Sizalancedisa ngokubobotheka lenjabulo sonke isikhathi. Lingaphathwa ngendlela engalisuthisiyo lisazise ku customerservice@netone.co.zw
7.2. Ukuxhumaniswa kwamasevisi		
1.	Ukuxhumaniswa kwesevisi yeRoaming (kutshiwo abathengi bethu abasebenzisa ipostpaid line)	Kungakedluli ihola elilodwa ngemva kokubika isikhalazo kumbe kungakedluli amahola ayi-24 umthengi wethu engakaphumi elizweni.
2.	Ukuxhumaniswa kwamasevisi; SIM replacements, disconnections, reconnections, barring, unbarring, deactivations, and addition/ deletion of value-added services (VAS).	Kwenziwa ngemva kwemizuzu eyi-30.
3.	Ukulungiselwa icontract service	Kungakedluli amalanga ayisikhombisa ngemva kokubika isicelo, siyacubungulwa umthengi wethu ebesezathola impendulo.
7.3. Isevisi yeNetwork		

1.	Ukuxazulula inkinga zamaBase station	➤ Asesigabeni sePlatinum: kungakedluli ihola elilodwa ➤ Asesigabeni seGold: kungakedluli amahola amabili ➤ Asesigabeni seSilver: kungakedluli amahola angu 24. ➤ Asesigabeni seBronze: kungakedluli amahola angu 48.
2.	Ukusebenza kwenetwork	Kuphathwa yimithetho ye International Telecommunications Union's (ITU) leye Postal and Telecommunications Regulatory Authority of Zimbabwe's (POTRAZ) regulations.
7.4. Izikhalazo ezibikiweyo		
1.	Ukuxazululwa kwezikhalazo ezibikiweyo ngokuphangisa.	Ngemva kokwamukelwa kwesikhalazo, sisaxazululwa mayelana lesigaba saso; Ezincane – zixazululwa ngemva kwamahola ayi-24 Ezingaphakathi – sizixazulula ngemva kwamahola ayi-48 Ezinkulu – sizixazulula ngemva kamalanga ayisikhombisa okusebenza.
7.5. Nxa lixhumana lathi		
1.	Siphendula ie-mail ngokuphangisa	Siphendula ama e-mail wonke kungakendluli ihola lapho ethunyezwe ku customerservice@netone.co.zw Nxa isikhalazo singaxazululeki ngokuphangisa, sizalazisa silinikeze njalo isikhathi esikhangelele ukuxazulula ngaso.
2.	Ukuphangisa ukuphendula incingo	Sizaphendula ucingo kungakedluli umuzuzu wokuqala lukhala
3.	Ukuphangisa ukuphendula incwadi elisibhalela zona	Sizaphendula incwadi kungakedluli amalanga ayisikhombisa okusebenza.
4.	Ukuphangisa ukuphendula lapho sexhumana emakhasini emoyeni (Chat, WhatsApp, Twitter, Facebook)	Sizaphendula kungakedluli ihola elilodwa
7.6. Nxa lingasethekela		

1.	Sizalancedisa masinya	Sizalancedisa kungakedluli imizuzu emihlanu lifike emaShop ethu
2.	Sizalancedisa ngenhlonipho langomusa.	Sizaliphatha ngenhlonipho njalo sibukeka kuhle.
3.	Siyafinyeleleka	Amahofisi ethu azabe ehlanzekile, entofontofo, ebetha umoya njalo elamabhakane akhombisa indlela ngokwaneleyo.

7.7. Ukunikeza Imibono

1.	Siyakhulithaza ukuthi lisinike imibono yenu ngendle zokuxhumana ezilandelayo; email, ukutshaya ucingo ku123 loba 121, Whatsapp, amaSuggestion Box asemaShop ethu loba ukuthumela incwadi ekhelini lethu.	Sizaqakathekisa imibono yenu siyiphathe ngomusa langemhlonipho.
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***Izigaba:** ¹ **Ezincane** - okusegcekeni okuxazululeka lula, ³ **Ezinkulu** – okungaxazululeki lula njalo okwandise ukudinga ukudluliselwa kwabaphambili, ²**Ezingaphakathi** – okuthatha isikhatshana ukuxazulula.

8. UMSEBENZI EPHATHELANE LAWO

Imisebenzi esiphathelane ngayo njengeNetOne yileyi;

- Ukunikeza izisombululo ezimayelana ledigital ezigcwalisisa izidingo zomphakathi.
- Ukunikeza amasevisi okuxhumana njalo ethuthukisa ilizwe kunhlelo zomnotho.
- Ukuphatha ibhizimusi ngendlela eqondileyo njalo elomthwalo wokuziphendulela owehlisa i-carbon footprint.

Sikhokhelwa yizimiso ezilandelayo;

- Sisobala njalo silomthwalo wokuziphendulela kubathengi bethu.
- Sizaqhubeka sisungula imikhiqizo emitsha lokuletha izisombululo sedigital ezilohlonzi kubathengi bethu.

Okuvela khona Imisebenzi esiyigunyaziweyo

- iCompanies Act Chapter 24:03

- iPosts and Telecommunications Act 12:05 of 2000
- iInternational Telecommunications Union (ITU) guidelines

9. INDLELA ELINGASINCEDISA NGAZO

- Ukuphakamisela phezulu kanye lokudlulisela phambili imikhiqizo yeNetOne.
- Ukuhlanganyela kumaPromotion lokuza emicimbini yeNetOne.
- Ukukhokha indleko ngesikhathi.
- Ukubambisana lathi ekutholeni isisombululo esiqondileyo nxa kungaba lesikhalazo loba inkinga.
- Ukusinika imibono yenu enhlelweni zembuzo yokweneliseka kwabathengi okuzasiza ukuthi sazi ukuthi icharter leyi siyilandela kangakanani.
- Lilakho ukusinika imibono yenu ngokubhalela loba ukuxhumana lathi ngemininingwane elandelayo;

Imininingwane yokuxhumana lathi

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