



CHIBVUMIRO

CHEMASHANDIRO

EDU KUVATENGI

1. NHANGANYAYA

SeNetOne gwaro rino rinoisa pasi chisungo chedu chekupa rubatsiro rwunokwikwidza pasi rose kuvatengi. Tinoedza kupa masaisai emhando yakanakisa, zvigadzirwa uye masevhisi anozokusiya uchigutsikana. Naizvozvo, gwaro rino rinodudza zvinofanirwa kutarisirwa pamaitiro ebasa kubva kwatiri. Vatengi ndivo vanoita kuti tivepo, uye isu tinoita zvese zvatinogona kuvandudza mashandiro edu uye kudarika zvinotarisirwa.

2 MUONO: Kuve mupi anotungamira muZimbabwe wemhinduro dzakasimba uye dzinosanganisira dzedhijitari.

3 CHINANGWA: Kuvandudza nharaunda uye kushandura hupenyu kuburikidza nedhijitari yekutaurirana mhinduro.

4 ZVINOKOSHA: Kuzvidavirira, Kugona, Kuvandudza, Kutendeseka, Kunaka, Kushandirapamwe

5 TINE HANYA NEVATENGI VEDU (WE CARE)

5.1 Isu tinoyedza kubatanidza vatengi vedu kune edu masevhisi mapoinzi, uye isu tinopa matusi edhijitari kuona kuti sevhisi yedu yepamhepo haina musono.

5.2 Isu tichava nechokwadi chekuti vatengi vedu vawana ruzivo pane zvigadzirwa nemasevhisi, kusanganisira mashandiro kuitira kuti vakwanise kuita sarudzo dzine ruzivo uye zviite nyore kushandisa uye kunzwisisa.

5.3 Isu tinopa rubatsiro rwakavimbika, uye isu tinozvidavirira zvizere panguva dzose.

5.4 Isu tinoedza kugadzirisa matambudziko enyu nekukurumidza paanosimudzwa nekuti isu tinokoshesa mhinduro dzevatengi. Isu tinonzwisisa zvinokunetsai, uye tinoda kuve nechokwadi kuti muri kushandisa zvatinokupai pasina zvinonetsa.

6 ZVATINOVARIRA KUKUPAI

- Masaisai emhando yepamusoro
- Rubatsiro rwakadzama
- Kuchengetedza nekudzivirira dhata
- Kururama, Kutendeseka, uye Kuvimbika
- Kujeka
- Kuita basa nemazvo



Masaisai emhando yepamusoro

- ▶ Masaisai anogara aripo, achishanda zvakanaka kuti kubatana nevamwe kusanetsa
- ▶ Kugadzira zvinenge zvakananisika nekukasika
- ▶ Kuvandudza masaisai kuti asvike kunyange nzvimbo dzipi zvadzo muno munyika



Rubatsiro rwakadzama

- ▶ Kupa rubatsiro rwemhando yepamusoro panguva dzese kuzvitoro zvedu zvese.
- ▶ Kubatika zviri nyore, tichipindura nekukasika kana tafonerwa, tichiwanika 24/7/365
- ▶ Kupindura zvichemo nekugadzirisa panenge pakanganisika nekukasika.
- ▶ Kuva nevamiriri vanonzwira uye vanoterera kwese kwatinenge tiri.



Kuchengetedza nekudzivirira dhata

- ▶ Zvatinounganidza pamusoro pevatengi zvichachengetedzwa zvakananzika uye zvichibatwa neruremekedzo rwakanyanya zvichienderana nemitemo yemunyika.



Kururama, Kutendeseka, uye Kuvimbika

- ▶ NetOne ichaedza kugadzirisa zvichemo zvese zvakaringana, zvakaenzana uye nekukasika nenzira yakatarwa. Isu tinotungamirirwa nemusimbotti wekusava nerusarura zvachose.
- ▶ Tichazvibata zvakanaka, zvine musoro, neruremekedzo uye nechiyero chepamusoro chetsika muzvose zvatinaita nemi



Kujeka

- ▶ Tinovimbisa pachena; kupa ruzivo rwakakodzera, nenguva, uye rwakajeka maererano nezvigadzirwa zvedu kuti multe sarudzo zvakanaka. Mitemo yakajeka uye mamiriro nemashandiro ezvigadzirwa zvese zvamunenge muchipiwa.
- ▶ Ruzivo rwakakosha uye zvigadziriso zvichave yak kuburikidza nenhau dzakasiyana siyana uye nzira dzekukurukurirana dzakadai sewebhusaiti yedu
(www.netone.co.zw), SMS, contact centre (123 mahara paNetOne), vezvenhau(press), uye mapuratifomu edhijitari.



Kuita basa nemazvo

- ▶ Isu tinotora mutoro mukuru wekuchengetedza nzvimbo dzatinoshandira nezvakatipoteredza. Takazvitarira kuedza nepese patinogona kudzikisa kusvibiswa kwenharaunda yedu.

7. MAITIRO EBASA

Ukama hwedu nemi hwakakosha. NetOne inozvipira kune zvinotevera mipimo yebasa yaunofanirwa kutarisira kubva kwatiri:

7.1. Takazvipira kukupai rubatsiro rwepamusoro		
#	Service	Goal
1.	Kubatsira nekukasika vanenge vauya kuzvitoro zvedu	Kubatsira munhu anenge auya maminitsi mashanu asati akwana.
2.	Kugadzirisa zvichemo zvese	Zvidiki – Zvese patinotaura kekutanga Zviri pakati – Mazuva maviri asati apfuura Zvikuru – Mazuva manomwe ekushanda asati apfuura.

		Kana paine chatinenge tasangana nacho chingakonzera kubatsirwa kwenyu kutore nguva yakareba tinenge tichikuzivisai.
3.	Patinochairwa nhare	Answer calls within three rings when you call our switchboard or shops, and within one minute when you ring our contact centre. We commit to addressing you formally as follows: Greeting: Good day sir/ma'am Introduction - I'm Mercy from the NetOne Customer Care Center. Call to action: How can I assist you?

4.	Kuratidza kufara	Kubatsira vanenge vashanya kana kuchaya nhare tichinyemwerera kana kuratidza kufara. Kana muchinge musina kubatwa zvakanaka, tizivesei pa customerservice@netone.co.zw
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7.2. Kuvandudzwa kwemashandiro emaLine

1.	Kushandisa netone kunze kwenyika (roaming) kune vanobhadhara kupera kwemwedzi	Kuti zvinge zvagadzirwa zuva rekufamba risati rasvika kana kuti mukati meawa rimwe chete (1 hour)
2.	Kutsiva, kudzivisa nekutendera kushanda kwezvimwe paNetone SIM inenge yatengwa.	Kuti zvinge zvaitwa maminitisi makumi matatu asati adarika (30 minutes)
3.	Kuvhura kwemaLine anozobhadharwa pamwedzi pamwedzi (post-paid line)	Kana muchinge manyora kuti mugadzirirwe. Mazuva manomwe asati apfuura, zvinenge zvatariswa tinenge tadzoka kwamuri nemhinduro.

7.3. Kubata kwemasaisai

1.	Kana masaisai enzvimbo asiri kushanda zvakanaka	● Chikwata chePlatinum – Awa rimwe chete risati rapfuura (1 Hour) ● Chikwata cheGold – Maawa maviri asati apfuura (2 Hour) ● Chikwata cheSilver – Zuva rimwe chete risati radarika (24 Hours) ● Chikwata cheBronze – Mazuva maviri asati adarika (48 Hours) Anenge asiri muzvikwata izvi anogadzirwa mazuva manomwe ekushanda asati apfuura
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2.	Nguva yekuti zvese zvinenge zvichishanda zvakanaka	Zvinoenderana ndezvinotarisirwa ne International Telecommunications Union (ITU) uye zvakatarwa ne Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ)
7.4. Zvichemo zvinounzwa		
1.	Kukasika kugadzirisa zvichemo zvinenge zvaudzwa.	Kana zvichinge zvauya, zvichemo zvese zvinotambirwa uye zvichitariswa zvinoenderana nehudzamu hwacho zuva rimwe chete risati radarika. Zvidiki – within 24 hours Zviri pakati – within 48hrs Zvikuru – within 7 business days Note: Kana paine chatinenge tasangana nacho chingakonzera kubatsirwa kwenyu kutore nguva yakareba tinenge tichikuzivisai.
7.5. Kana muchinge muchitibata		
1.	Kana matibata paemail	Kana matibata ku customerservice@netone.co.zw, tinopindura awa rimwe chete (1hour) risati rapfuura. Dambudziko renyu rinogadzirwa ipapo ipapo kana zvichiramba tinotaura nguva yatinofunga kuti zvingatora nguva yakareba sei.
2.	Kana tachairwa nhare	Tinopindura miniti imwechete isina kupera. (1 minute)
3.	Kana tanyorerwa tsamba	Tinopindura tsamba dzese dzinenge dztumirwa vhiki imwe chete isati yakwana kubva patinoitambira.
4.	Kana tanyorerwa pamhepo (Facebook, WhatsApp, Twitter, Chat)	Tinopindura awa rimwechete (1 hour) risati radarika
7.6. Kana muchinge matishanyira		
1.	Tinobatsira nekukasika	Kana mauya kuNetone tinokubatsirai maminitisi mashanu (5 minutes) asati apfuura.
2.	Tinotaura zvakanaka, zvine kuremekedza uye tichivatsira	Tinenge tichibatsira zvakadzikama uye tichitatidzika.
3.	Patinoshandira panenge pachisvikika	Patinoshandira panenge pakachena, pachigarika, pachifamba mhepo inotonhorera uye pakanyorwa pachena kuti ndipo patiri.

7.7. Zvemunofunga pamusoro pedu

1.	Takasununguka kuti munge muchitiudza mafungiro enyu muchishandisa kwese kwatinowanikwa, ungava nhare pa123/121, tsamba, email kana kunyorera maSuggestion Box anowanikwa kuzvitoro zvedu.	Tinogamuchira zvese zvamunenge matiudza tichiremekedza maonero enyu nekzviongorora kuti tivandudze mashandiro enyu.
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***Categories:** ¹**Zvidiki** - straightforward and quickly resolved, ³**Zvikuru** - complex and frequently necessitates escalation, ²**Zviri pakati** - more complex and requiring more time to resolve

8. ZVATINOVAVARIRA

Isu seNetone tinovavarira kuita izvi:

- Kutsigira kushandiswa kwemasaisai munharaunda dzese dzemuZimbabwe
- Kuita kuti kutaurirana kuve nyore zvinova zvinobatsira kuvandudza magariro edu nekubudirira kwenyika.
- Kushanda zvinoratidza hunhu tichiedza kudzikisa carbon footprint yedu

Tichitungamirirwa nemitemo inotevera:

- Isu tinobuda pachena uye tinozvimiririra kuvatengi vedu
- Tichaenderera mberi nekuvandudza uye kuunza zvine musoro kwamuri

Kunobva zvatinovavarira:

- Companies Act Chapter 24:03
- Posts and Telecommunications Act 12:05 of 2000
- Zvinokurudzirwa neInternational Telecommunications Union (ITU)

9. MUNGATIBATSIRA SEI!

- Kushambadza zvinobva kuNetOne uye kukuridzira vamwe
- Kutora chikamu mukusimudzirwa uye kuenda kuzviitiko zvekuNetOne
- Kubhadhara mabhiri nenguva
- Kushanda nesu pakutsvaka zvatingaita kugadzirisa zvinenge zvichinetsa

- Kupindura pawongororo yatinoita gore negore yekutsvaka zvingava zvisiri kuitwa pane zvatiri kuvimbisa izvi.
- Munogona kutipa mafungiro enyu kana mazano nekunyora kana kutibata
- panhamba dziri pasi idzi:

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