



1. ISIVUMELWANO (THE AGREEMENT)

Lezi yizo izibopho ongazilandela ukuze usebenzise inhlelo zeTeleCash ezivela kuTelecel, njalo ukuzemukela kwakho kutsho ukuthi sokuleSivumelwano phakathi kwakho leTeleCash. Nxa ungabhalisa ukuthi ususebenzisa iTeleCash (TeleCash Customer) ngokugcwalisa iform lokubhalisa, usuvumile ukuthi uzasebenza ulandela lezi zibopho zokusebenza. Ngakho kumele ubale njalo uzwisise izibopho lezi njalo nxa ungavumelani lazo, akumelanga ubhalise ukuthi uzasebenzisa inhlelo zeTeleCash.

2. INGCAZELO YAMAZWI (DEFINITIONS)

Amabala alandelayo kanye lengcazelelo yakhona kusetshenziswa kuzibopho zeTeleCash:

- 2.1 **Account** – kutsho i account yakho yeTeleCash, yona elembiko mayelana ngemali yakho evezwa yicomputer, ehambelana lenani lemali oyigcinisileyo.
- 2.2 **Agent(s)** – kutsho umuntu kumbe inkampani ebhaliswe yiTeleCash ukuthi iqhube inhlelo zokuthumela imali, njalo imbiko yayo iyatholakala emahofisini amakhulu eTelecel.
- 2.3 **Agreement** – kutsho izibopho zokusebenza ndawonye, kanye leform lokubhalisa.
- 2.4 **Bank Account** – kutsho isikhwama sebhanga seTeleCash esisetshenziswa ukugcinela imali ezibhadalwa ngabantu njalo iTelecel iphethe lesi sikhwama imele abantu abasebenzisa iTeleCash (amacustomer).
- 2.5 **Cash** – kutsho imali yase United States of America (USD). ITelecel izakwazisa nxa kungaguqulwa umhlobo wemali esetshenziswa yiTeleCash
- 2.6 **Cell phone** – kutsho ifoni yakho oyisebenzisa enhlelweni zeTeleCash
- 2.7 **Charges** - inhlawulo lemithelo yokusebenzisa iTeleCash ebhadalwa ngaphansi kwalesi Sivumelwano.
- 2.8 **Conditions of Use** – kutsho izimiso zokusebenza kwalesi Sivumelwano ezilakho ukuguqulwa ngokuhamba kwesikhathi.
- 2.9 **Credit Balance** – kutsho imali osalelwe layo eku account yakho ebonakala ku computer.
- 2.10 **Credit Transaction** – kutsho ukuthunyelwa okwenziwa i account yakho imali ngeTeleCash.
- 2.11 **Customer** – kutsho wena labanye bonke abalamagama abhalise ukuthi asebenzisa iTeleCash.
- 2.12 **Customer Care Centre** – kutsho indawo ephatha izikhalazo zalabo abasebenzisa inhlelo zeTelecel, njalo ilencingo ezitshaywa ngabantu abasebenzisa iTelecel.
- 2.13 **Customer Registration Form** – kutsho iform elilembiko yonke yokubhalisa njalo elilesigaba lapho umuntu aveza khona ukuthi uyemukela izimiso zokusebenza kwalesi Sivumelwano;
- 2.14 **Debit** – ukukhitshwa kwemali ku account yakho.
- 2.15 **Debit Transaction** – konke ukuthunyelwa kwemali okwenza iTeleCash ivumele ukuthi kukhitshwe imali ku account yakho.
- 2.16 **Deposit** – kutsho imali ehlawulwe iAgent yona ephuma ku account yakho yecomputer njalo oyigcinelwa yiTeleCash.
- 2.17 **E-Money** – imali enikezwa yiTeleCash ngecomputer eveza inani lemali ekhona egcinwe yiTeleCash;
- 2.18 **Goods and Services** – kutsho impahla kanye lenhlelo ezihlawulwa ngeTeleCash ezitolo ezisebenzisa iTeleCash.
- 2.19 **ID Number** – emuntwini weZimbabwe kutsho isithupha, ipassport kumbe idriver's licence, kukanti kusizalwane samanye amazwe, kutsho ipassport ele work permit kumbe iredidence permit
- 2.20 **Mobile Equipment** – kutsho ifoni yakho leSIM Card kumbe eminye imitshina ethi nxa ingasetshenziswa ndawonye umuntu uyenelisa ukuthola inhlelo zeTeleCash
- 2.21 **Mobile Phone** - kutsho ifoni yakho kamakhalekhukhwini.
- 2.22 **MSISDN** – kutsho ukuthi mobile station identification number, okutsho inombolo ezisetshenziswa ukwazi ifoni yakho.
- 2.23 **Outlet** – isitolo kumbe indawo esetshenziswa yiAgent ukuqhuba inhlelo zeTeleCash.
- 2.24 **PIN** – kutsho inombolo yakho eyimfihlo oyisebenzisa ukuvula i account yakho.
- 2.25 **Secret Word** – kutsho ibala eliyimfihlo olinikezwayo mhlazana uvula i account yakho yeTeleCash
- 2.26 **SIM Card** – kutsho iline lakho othi ungalisebenzisa lefoni kumbe omunye umtshina, wenelisa ukuthola inhlelo zeTeleCash.
- 2.27 **SMS** – kutsho imbiko ethunyelana ngamafoni.
- 2.28 **Start PIN** – kutsho inombolo ezine ozinikezwayo ukuthi uvule i account yakho, njalo kumele uziguqule ukuze zibe ngezakho. Yizo ozazisebenzisa nxa uthumela imali njalo kumele uhlale uzikhumbula.
- 2.29 **Tariffs** – imithelo yokuhlawula iTelecel ngenxa yokusebenzisa iTeleCash.
- 2.30 **Tariff Guide** – kutsho ugwalo olukhitshwe yiTelecel oluveza imithelo yokusebenzisa iTeleCash njalo luyaguqulwa ngokuhamba kwesikhathi.
- 2.31 **TeleCash Retailer** – isitolo esemukela inhlawulo eyenziwa ngeTeleCash.
- 2.32 **TeleCash System or TeleCash** – uhlelo lweTelecel lokuthunyelwa, ukugcina lokwemukela imali.
- 2.33 **TeleCash Services** – kutsho inhlelo zeTeleCash zokuthumelana imali ezisetshenziswa nguzulu njalo imbiko yokuhanjiswa kwemali iyagcinwa kukanti imbiko emayelana ngabantu ababhalisileyo ihlala iguqulwa nxa abantu belethe imbiko emitsha.
- 2.34 **TELECEL Subscriber** – kutsho umuntu osebenzisa ucingo lweTelecel.
- 2.35 **USSD** – kutsho ukuthi Unstructured Supplementary Service Data, njalo luhlu lwenhlelo ezitholiswa yiTeleCash.
- 2.36 **Transactions** – kutsho ukuhanjiswa kwemali okuqanjwe kusibopho seClause 5.

- 2.37 **You/Your/ Yourself** – kutsho wena mnikazi we account.
2.38 **We/ Us/Our** – kutsho iTelecel, ibhanga leKingdom Bank kumbe isitolo seTelecel.

3. UKUBHALELA UKUVULA I ACCOUNT (APPLICATION FOR ACCOUNT)

Ulakho ukuvula i account yakho kuloba yisiphi isitolo seTelecel kumbe kwenye inhlanganiso evunyelweyo ukwenza lokho.

- 3.1 Nxa ufuna ukuvula i account kumele ube lokulandelayo:
- 3.1.1 Kumele ube leminyaka ephezu kwe16 years;
 - 3.1.2 Kumele ugcwalise iform njalo ulihambise kuAgent evunyelwe ukuqhuba inhlelo zeTeleCash;
 - 3.1.3 Woba lesithupha sakho lephotocopy yakhona;
 - 3.1.4 Woba lencwadi zonke ezifunekayo ku form yokubhalisa njalo ezizasuthisa iTelecel.
 - 3.1.5 ITelecel ilelungelo lokwala ukuthi umuntu avule i account.
 - 3.1.6 Awuvunyelwa ukuba lama account eTeleCash adlula eyodwa.
 - 3.1.7 Imbiko yonke oyibhalayo kumele ibe ngeyeqiniso.
 - 3.1.8 Silakho ukwala ukwamukela iform yakho nxa sibona kufanele ukwenza lokho.
 - 3.1.9 Silakho ukwala ukukuvulela i account nxa singasuthiseki ngobufakazi bokuthi ungubani.
 - 3.1.10 Nxa ungabhalisa ukusebenzisa iTeleCash, uzanikezwa ibala eliyimfihlo (Secret Word), okuzamele ulisebenzise ukuveza ukuthi nguwe umnikazi we account nxa ungafonela iCall Centre udinga uncedo. Nxa i account yakho ingavulwa, uyabe usuvunyelwa ukusebenzisa inhlelo zeTeleCash.

4. UKUVULA I ACCOUNT YAKHO (ACTIVATING YOUR ACCOUNT)

- 4.1 I account yakho ivulwa nxa ungabhala iform njalo ungaletsa iphotocopy yesithupha sakho ngesikhathi ubhalisa.
4.2 Ngemva kokubhalisa, uzanikezwa iPIN ozayisebenzisa ukuvula i account yakho ngokulandela lokho okutshelwayo kuTeleCash menu.
4.3 Nxa i account yakho isivuliwe, (i) uzanikezwa iPIN, njalo (ii) kuzamele uyiguqule leyo PIN, yona ezakwenza ukuthi wenelise ukusebenzisa inhlelo zeTeleCash khonapho khonapho.
4.4 Usungabhadala iAgent imali ozakwenelisa ukuyisebenzisa ngefoni ukuthumela abanye kumbe ukuthenga ezitolo ezisebenzisa iTeleCash.

5. INHLELO ZETELECASH (THE TELECASH SERVICES)

Inhlelo zeTeleCash, uzazithola ngaphansi kwezimiso ezilandelayo:

- 5.1. Asithembisi ukuthi inhlelo zeTeleCash zizahlala zitholakala sikhathi sonke njalo asisoze sibe lomlandu nxa kungaba lokulahlekelwa emuntwini okubangelwa yikungabi khona kwenhlelo zeTeleCash. Inhlelo zeTeleCash zilakho ukuba lendubo ezithize njalo into ezifana lezenzo zikaThixo, ukuqansa lokwehla kwendawo, umumo womkhathi, lokulungiswa kwemitshina yeTelecel, kulakho ukuphambanisa ukusebenza kweTeleCash.
- 5.2 Ulakho ukwenza inhlelo ezilandelayo usebenzisa indlela eziqanjweyo:
- 5.2.1 Ukufaka imali ku account yeTeleCash emahofisini eAgent yeTeleCash;
 - 5.2.2 Ukuthatha imali ku account yeTeleCash emahofisini eAgent;
 - 5.2.3 Ukuthumela omunye osebenzisa iTeleCash imali efonini yakhe;
 - 5.2.4 Ukuthumela imali umuntu ongasebenzini iTeleCash, yena ozayithatha kuloba yiphi iAgent yeTeleCash;
 - 5.2.5 Ukuthenga i airtime yokufona usebenzisa imali eku account yeTeleCash;
 - 5.2.6 Ukubhadala nxa umuntu ethenga esitolo;
 - 5.2.7 Ukubhadala imali zamanzi, amagetsi kumbe izikweledi ezitolo.
- 5.3 Silelungelo lokufaka ezinye inhlelo kuTeleCash ngokuhamba kwesikhathi njalo sizakwazisa ngalokhu sisebenzisa indlela zokukhipha imbiko ezifana leSMS.
- 5.4 Nxa ususebenzise i account yakho, uzathathelwa kumbe ukwengezelelwa imali, kusiya ngokuthi wenzeni.
- 5.5 Sizagcizelela lokho okwenzileyo nge account yakho ngokukuthumela umbiko ngeSMS. Yonke imbiko ekhishwa yi OMMP izabe iyibufakazi bokuthi i account isetshenziswe njani, ngaphandle kokuthi kungaba lobunye ubufakazi obutshiyeneyo.
- 5.6 Nxa ungela mali enelayo ku account yakho yokuthi wenze lokho ofuna ukukwenza kanye lenhlawulo yakhona, asisoze sikuvumele ukuthi wenze lokho okufunayo.
- 5.7 Ulomlandu wokubona ukuthi imbiko oyibhalayo nxa usebenzisa iTeleCash ngeyeqiniso. Nxa ungabhala imbiko engayisiyo awusoze wethese icala iTelecel, iKingdom Bank kumbe iAgent yeTeleCash, nxa ungalahlekelwa kumbe ungaba lezinye indleko.
- 5.8 Nxa imali oyithumele umuntu ongasebenzisi iTeleCash ingekela ukuthathwa ensukwini ezingamatshumi amathathu (30 days), uzathunyelwa umbiko okutshela ukuthi imali leyo isimisiwe ukuhamba. Inani lemali oyithumeleyo lizaphendukiswa ku account yakho, kodwa imithelo ebanjiweyo ayisoze ibuyiselwe.

6. UKWAMUKELWA LOKUQALISA UKUSEBENZA KWEZIMISO (ACCEPTANCE AND COMMENCEMENT OF CONDITIONS OF USE)

Kuzathiwa usuyamukele izimiso zokusebenzisa iTeleCash zona ezihlala ziguquka, nxa kungenzeka okulandelayo:

- 6.1 Nxa ungabhalisa;
- 6.2 Nxa iaccount yakho yeTeleCash ingavulwa.
- 6.3 Nxa ungazama ukusebenzisa imali edlula leyo eku account yakho, i account yakho ilakho ukumiswa kumbe ukuvalwa njengalokho okutshiwo kusibopho se clause 6.
- 6.4 Awuvunyelwa ukusebenzisa abanye abantu i account yakho, njalo kumele uhlale unguwe umnikazi wemali yonke eku account yakho.

- 6.5 I account yakho ayingeke inikezwe omunye umuntu osebenzisa iTELECEL loba sekunjani.
- 6.6 Imali eku account yakho ayila nzuzo (interest) eyitholayo.
- 6.7 Uthembisa ukuthi awusoze usebenzise i account yakho ukudala amacala eZimbabwe. Nxa iTelecel ingaba kwazi ukuthi kulamacala owadalileyo, iaccount yakho izavalwa kumbe ukumiswa njengalokho okutshiwo kusibopho seClause 6.
- 6.8 Nxa imbiko emayelana ngawe oyibhale mhlazana ubhalisa ingaguquka, kuzamele wazise iTelecel ngokuphangisa.

7. UKUMISWA KUMBE UKUVALWA KWE ACCOUNT (SUSPENSION AND DISCONNECTION OF THE SERVICES/CLOSURE OF ACCOUNT)

- 7.1 Silakho ukumisa, ukwehlisa, kumbe ukukuvala inhlelo zeTeleCash (zonke kumbe ezinye zakhona) kumbe i account yakho singakutshelanga njalo singela cala (loba nje lapho esenelisa khona sizakutshela ukuthi sesisenzani) ngaphansi kwezizatho ezilandelayo:
 - 7.1.1. Nxa singaba kwazi ukuthi i account yakho yeTeleCash isetshenziswa okungekho emthethweni, ngendlela ezingafanelanga kumbe ukuqila abanye lokwephula umthetho;
 - 7.1.2. Nxa ungekela ukulandela izibopho zokusebenza kweTeleCash okufana lezimiso lezi;
 - 7.1.3. Nxa ungasitshela ukuthi iSim Card lakho ilahlekile kumbe litshontshiwe, kumbe iPIN yakho ilahlekile kumbe isisaziwa ngomunye umuntu;
 - 7.1.5. Ezinye izizatho ezingekho emandleni ethu;
- 7.2 Nxa i account yakho yeTeleCash ingamiswa ngenxa yesinye isizatho, kumele uye emahofisini eTelecel uyeveza ukuthi ungubani ukuze uvule njalo i account yakho. Ukuvula njalo i account kuzathatha insuku ezintathu zaphakathi kweviki.
- 7.3 Asisoze sibe lomlandu kuwe nxa ungalahlekelwa ngenxa yokuthi kukhona okungenziwanga yithi kumbe abanye abasisebenzelayo, kulandela ukumiswa kumbe ukuvalwa kwe account yakho ngaphansi kwezimiso eziku clause 6.

8. IMITHELO (TARIFFS)

- 8.1 Imithelo yokusebenzisa i account yakho sikhathi sonke, ihlawulwa ngeTeleCash. Ugwalo olulemithelo le luyatholakala ezitolo zeTelecel, kukanti zilakho ukutholakala ngokufonela iCustom Call Centre, kumbe kuwebsite ethi www.telecelzim.co.zw
- 8.2 Imithelo yonke yokusebenzisa i account izathathwa esikhwameni sakho seTeleCash nxa uqeda ukusebenzisa i account, njalo uzakwaziswa inani lemali eseleyo ngombiko weSMS.
- 8.3 Imithelo le ibanjwa kusiya ngokuthi imi kanjani ngaleso sikhathi.
- 8.4 Eminye imithelo ehlawulelwa ukusebenzisa inhlelo zeTeleCash, izathathwa ku account yakho ungasitshelwanga.

9. UKUVIKELA UKUSETSHENZISWA KWE ACCOUNT OKUNGEKHO EMTHETHWENI (SECURITY AND UNAUTHORISED USE.)

- 9.1 Ulomlandu wokugcina ifoni kumbe imithshina yakho, iPIN lebala eliyimfihlo (secret word), kanye lembiko yonke emayelana ngokusetshenziswa kwe account yakho oyivula ngePIN.
- 9.2 Ibala eliyimfihlo uzalisebenzisa nxa ufonela eCall Centre, kodwa akumelanga ulitshela muntu okubalisela lezisebenzi ze Customer Care Centre.

10. INGUQUKO ZESIVUMELWANO LESI (VARIATIONS)

- 10.1 Silelungelo lokuguqula iloba yisiphi isikhathi njalo kungela sixwayiso, izibopho zokusebenza kwalesi Sivumelwano kanye lemithelo ehlawulwayo. Inguquko lezi zizakwaziswa ngephephandaba, iSMS, iwebsite yethu, kumbe ngenye indlela ebonakala ifanele ukuyisebenzisa lanxa nje ilakho ukuthi ingasebenzi kuwe.
- 10.2 Ngokuqhubekela phambili usebenzisa inhlelo zeTeleCash, kuzathiwa uvumelane lenguquko engenziwa ngaphansi kwesibopho seclause 10. Nxa ungavumelani lenguquko eyenziweyo, akumelanga uqhubekela phambili usebenzisa inhlelo zeTeleCash ngoba kungathiwa uyamukela inguquko.

11. UMSEBENZI WETELECEL (TELECEL RESPONSIBILITY)

- 11.1 ITeleCash iyatsho ukuthi yiyo ephethe imali zonke ezihlawulwa ngabantu nxa besebenzisa iTeleCash, njalo izagcina limali iku account yakho. Uyavuma ukuthi iTeleCash izaphatha imbiko esehlweni lolu njengobufakazi bemali olayo ku account yakho njalo ayisoze yenze inhlolisiso yokuthi imali le ungumnikazi wayo kanjani. Uyavuma njalo ukuthi silakho ukwenza lokho ositshela khona ngePIN yakho kungakhathalekile ukuthi nguwe otsho lokho kumbe ngomunye umuntu osebenzisa iPIN yakho.
- 11.2 Uyavuma ukuthi iTELECEL ayila msebenzi wokudinga inzuzo ngemali eku account yakho ngaphandle kokuyigcina nje kuphela. Uyavuma njalo ukuthi nxa kungaba lenzuzo phezu kwaleyo mali, awula lungelo lokuthola leyonzuzo, njalo iTELECEL izazithathela leyo nzuzo.

12. UKWENQABELA UMLANDU (LIMITATION OF LIABILITY)

- 12.1 Asisoze sibe lomlandu kuwe ngokulahlekelwa kwakho kumbe ukuwelwa yingozi nxa kwenzakale okulandelayo:
 - 12.1.1 Amabhanga, amanetworks, amacellphone, i internet kumbe amanetwork, kungafa, kungekela ukusebenza, kungaphazanyiswa, kungamiswa kumbe kungavalwa;
 - 12.1.2 Ukulahlekelwa kwakho okubangelwa yisivumelwano, umthetho kumbe okunye nje, ngaphandle kokuba nxa ukulahlekelwa lokhu kubangelwe yikunganakekeli kwethu. Ukuphambanisa kwethu umsebenzi lokhu kuzahambelana lalokho okukhangelelweyo emuntwini onjengawe njalo akusoze kumanyanise okunye ukulahlekelwa okungenzakala phambili.

- 12.1.3 Asisoze sikumele kumbe sikuvikele iloba ngaluphi uhlobo ngenxa yenhlelo zethu ozisebenzisayo.
- 12.1.4 Izitolo zizimele zodwa njalo sizinikeze imvumo yokuthi zibe lenhlelo zeTeleCash, kodwa lokhu akutsho ukuthi simanyene ekusebenzeni kwethu. Uyavuma ukuthi isitolo simele wena nxa sisemukela (i) imali oyibhadalayo uhlawulela impahla ozithengayo (ii) sisemukela imali oyithunyelweyo kumbe oyithumezayo. Asilamlandu nxa isitolo leso singaphambanisa umsebenzi waso ekuqhubeni inhlelo zeTeleCash.
- 12.1.5 Nxa kungenzeka ukuthi iTELECEL ibanjwe ngamandla ukuthi iguqule inombolo ezisebenzisayo encingweni zayo ngaphansi komthetho wenhlanganiso ebona ngezencingo elizweni, umsebenzi weTelecel uzabe ungowokugcina iaccount yakho, mhlawumbe lokuhambisa iaccount kunombolo zeTelecel ezintsha, njalo lokhu nxa kungehlula, uzabuyiselwa imali yakho ezandleni.

13. UKUPHATHWA KUKAZULU (CUSTOMER SERVICE)

- 13.1 Ibala eliyimfihlo olinikeziweyo, lizasetshenziswa ukwazi ukuthi nguwe na umnikazi we account yakho ngesikhathi ufonela eCall Centre lezikhalazo zakho.
- 13.2 Ulakho ukufonela iCustomer Call Centre kunombolo ezithi 150 kumbe ukwethekelela iloba yisiphi isitolo seTELECEL nxa ufuna ukwenza okulandelayo:
 - 13.2.1 Ufuna uluhlu lwezitolo ezileTeleCash;
 - 13.2.2 Ufuna ukubuza mayelana nge account yakho;
 - 13.2.3 Ufuna ukubuza ngokusebenza okwenze iaccount yakho;
 - 13.2.4 Nxa ulodubo le account yakho;
 - 13.2.5 Nxa ufuna ukuletha isikhalazo sakho;
 - 13.2.6 Nxa ufuna ukubuza mayelana ngenhlelo zeTeleCash.

14. IMBIKO YE ACCOUNT YAKHO (STATEMENTS)

- 14.1. Ulakho ukuthola umbiko omayelana ngokusetshenziswa kwe account yakho eCustomer Call Centre usebenzisa ifoni yakho lebala eliyimfihlo.
- 14.2. Umbiko osephepheni ulakho ukuwuthola nxa ungacela.
- 14.3. Sizavala iaccount yakho nxa singathola isicelo sokwenza lokho osibhale phansi.

15. IKHELI YOKUTHUMELA IMBIKO (ADDRESSES FOR NOTICES)

- 15.1. Ikheli oyibhale efomini yakho yiyo ezasetshenziswa ukuthumela imbiko kanye lencwadi zomthetho. Nxa ungaguqula ikheli yakho, kuzamele wazise abanye ngencwadi.
- 15.2. Ikheli yeTELECEL lapho okuthunyelwa khona izaziso kumbe incwadi zomthetho ngethi No. 148 Seke Road, Graniteside Harare, njalo zonke incwadi kumele zibhalelwe isiphathamandla esikhulu uChief Executive Officer.
- 15.3. Incwadi yonke ebhalelwa elinye cele, kuzathiwa isifikile ngemva kwesikhathi esibekiweyo;
 - 15.3.1 Nxa ithunyelwe ngeposo, kuzamele ifike ngemva kwensuku eziyisikhombisa;
 - 15.3.2 Nxa ihanjiswa ngumuntu, kuzamele ifike mhlalokho;
 - 15.3.3 Nxa ithunyelwe ngefax kuzamele ifike ngesikhathi ithunyelwa;
- 15.4. Sizabe sikuthumela eminye imbiko ngeSMS kunombolo zikamakhalakhukhwini wakho ozibhale efomini yakho, njalo limbiko ngeyezaziso nje kuphela.

16. EZINYE INGUQUKO (CHANGES)

- 16.1. Silakho ukuguqula imithetho le iloba yisiphi isikhathi njalo sizakwazisa ngalezinguquko kusese lesikhathi;
- 16.2. Awulawo amandla okuguqula limithetho. Ukhululekile kodwa ukuletha imbono yakho ukuze sisihluze.

17. OKUNYE (GENERAL)

- 17.1. Amalungelo onke, kanye lamandla okusebenzisa inhlelo zeTeleCash, ngokweTELECEL, ibhanga leKINGDOM Bank lezitolo zeTELECEL, njalo uyavuma ukuthi wena awulawo amandla kumbe amalungelo lawo.
- 17.2. Nxa singakuzwisisa edabeni oluthize kumbe singakuxolela kumbe singakwengezelela isikhathi, akutsho ukuthi sizakwehluleka ukusebenzisa amalungelo ethu aqanjwe phezulu esikhathini esizayo.
- 17.3. Kumele usazise ngokuphangisa nxa uphansi kobukhokheli obufakwe ngumthetho, kumbe usuthethwe ngumthetho ngenxa yezikweledi kumbe umthetho ungakuvumeli ukusebenza.
- 17.4. Isithupha esisayinwe ngomunye weziphathamandla zethu esichaza inani lemali yokuya edale okumele usihlawule yona, siyibufakazi obugcweleyo, ngaphandle kokuthi nxa ulobunye ubufakazi obedlula lobu.
- 17.5. Uyavuma ukuthi imbiko yonke emayelana ngawe, kanye lengxoxo ozenzayo ngesikhathi ufonela eCall centre, lokusebenzisa okwenza i account yakho, kuzagcinwa kusukisela lapho ozavala khona i account yakho.

18. AMANDLA OMTHEHO LOKUQEDA INGxabano (JURISDICTION AND ARBITRATION)

- 18.1. ISivumelwano lesi sizakhokhelwa kanye lokuchasiswa kusetshenziswa imithetho yeZimbabwe.
- 18.2. Thina lawe sizalandela imithetho yonke yokusebenza kwethu kanye lemilayo kahulumende. Akula cele elivunyelwayo ukuthatha amanyathela ngegama lelinye icele, khona okuzakwephula imithetho lemilayo ekhona.
- 18.3. Uyavuma ukuthi uzakuba phansi kwedale likaMantshi nxa kungaba lengxabano mayelana ngokusebenza kwalesi Sivumelwano, njalo nxa ungafunyanwa ulecala, uzasihlawula imali yegqwetha kanye lezinye indleko eziba khona ekuqedeni ingxabano.

