RT15-2016:MOBILE COMMUNICATION SERVICES MOBILE ADMINISTRATORS GUIDE Vodacom/National Treasury

ICT & Security Services:Transversal Contracting - OCPO National Treasury |

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National Treasury
REPUBLIC OF SOUTH AFRICA

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This information is to be used within Vodacom and is restricted on a need-to-know basis.

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Objectives

This guide will empower you with all the information you need to manage your Cellphone account.

The user guide includes the request escalation, operating hours and contact details, SLA per request and processes to ensure speedy service you deserve – backed up with excellent service provided by our skilled and committed teams.

Itinerary

Topics

- Operational Hours
- After Hours Process
- Service Request Manger
- New Line Request
- Line Migration
- Mobile Number Portability
- Upgrade

Topics

- SIM Lock
- SIM SWAP
- Purchase Order
- Invoice and Statement
- PIN and PUK
- Address Changes and User Name Updates
- Blacklisting

Topics

- Enterprise Bundles
- Notify Me
- Twin Call
- Value Added Services
- International Roaming
- Network Coverage
- Repairs – Faulty Device
- Self Service

Enterprise Business Unit (EBU-MSD) Operational Hours

Managed Services is not available on holidays and after business hours

This number 082 17875 is available from:

Monday to Friday

08:00- 17:00

Saturday

08:00-13:00

After Working Hours

All calls will be directed to the Vodacom Business Centre with limited assistance only (Lock, PIN & PUK)

Vodacom Portal: **www.vodacombusiness.co.za/business/home**

After Hour Process

This process will be used to assist you or Cellphone Users after working hours.

Cellphone Administrator/ Cellphone user

You can contact Vodacom's Business Centre after hours to request assistance for the following:

- ❖ Lock SIM card (Lost/stolen phone)
- ❖ PIN Request
- ❖ PUK Request

Vodacom

The agent in the Business Centre will assist you once the following details are verified:

- Cellphone Number
- Cellphone User Name and Surname

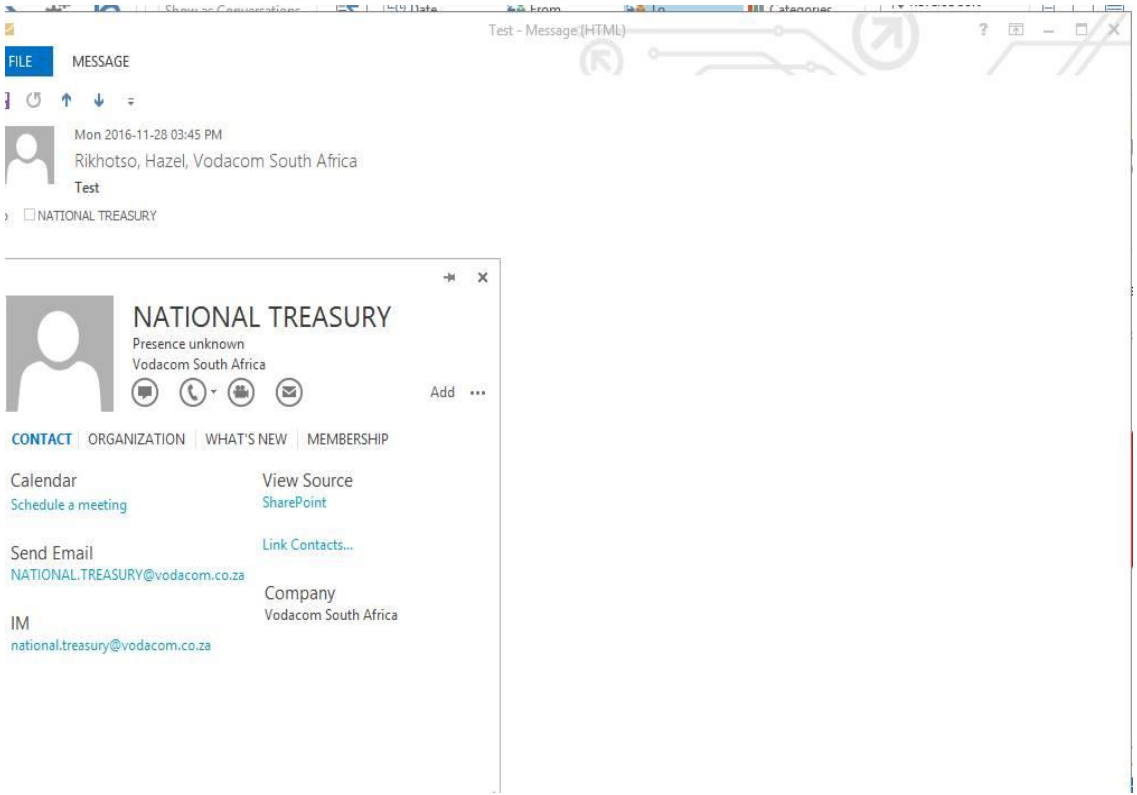
Service Request Management

- As Cellphone Administrators, when needing assistance, your primary point of contact will be the e-mail address: National.Treasury@Vodacom.co.za
- You will receive a response confirming receipt of your request, with the Service Request (SR) Reference number which is exclusive to the query you have just mailed.
- When logging a service request ensure that the *subject line* indicates the type of service required e.g. New Line.
- Log each request type as a separate mail; this will generate a unique reference number that can be used for tracking.
- Always ensure you use the relevant SR reference in the subject line when responding as a minimum, when requesting via mail
- If enquiring telephonically, ensure that you have the relevant SR reference number that the query is pertaining to.

Service Request Management

- Request should contain the below, to ensure your request is attended to in time and with minimal interruption.
  - Cellphone Users Name
  - Cellphone Users Cell Number
  - Service required or fault
  - All required documentation

Service Request Management



Service Request Management

From: National.Treasury@vodacom.co.za [mailto:National.Treasury@vodacom.co.za]
Sent: 15 September 2016 09:14 AM
To: Rikhotso, Hazel, Vodacom South Africa <Hazel.Rikhotso@vodacom.co.za>
Subject: RE: EC-049F-1EEGBF Test

Good day Hazel

Thank you for your mail.

Please be advised that the test email has been received.

Regards
Nthabiseng

New Line Request

New Line Request

The customer will provide Vodacom with a written request to order a device.

3 Different new line applications will apply:

- **New Line request (Brand new number)**
- **Prepaid to Contract Conversion**
- **Mobile Number Portability (PORT)**

New Line Request (Brand New Number)

- Any requests, where changes are required per voice or data line to be logged in writing via email.
- This will be in the form of a company letterhead with an authorized signatory.
- This will generate a unique SR reference number that can be used for tracking.
- Always ensure you use the relevant SR reference in the subject line when responding.

New Line Request (Brand New Number)

- Information to be stipulated on the company letterhead:
  - Cellphone User Name and Surname
  - Type of device
  - Type of SIM Card required
  - Account number
  - Package
  - Additional services should be stipulated e.g., APN /International Roaming/ Itemised Billing
  - Correct full physical delivery address (3 working days inland and 5 working days outland)
  - Cellphone Administrator Name & Surname
  - E-mail address
  - Contact number

New Device Order (Cellphone)

This process is to be followed for outright purchases

Request Conditions

- Obtain an approved purchase order for the required hardware from Cellphone Administrator.

Who can log the Request

- Call must be logged by Cellphone Administrator.

How to Log a Request

- Log request via National.Treasury@Vodacom.co.za
- and attach approved Purchase Order
- You will receive a unique reference number relevant to the request

Response Turnaround Time

- Request closed in 3 Business Days
- Consultant will send the confirmation of ETA delivery.
- The request will be closed.

Line Migration

Prepaid to Contract Conversion

- Any requests where changes are required per voice or data line to be logged in writing via email.
- This will be in the form of a company letterhead with an authorized signatory.
- This will generate a unique reference number that can be used for tracking.
- Always ensure you use the relevant SR reference in the subject line when responding.
- They need to inform us as when to activate.

Prepaid to Contract Conversion

- Information to be stipulated on the company letterhead:
  - Cellphone User Name and Surname
  - Type of device
  - Type of SIM Card required
  - Account number
  - Contract Term
  - Package
  - Additional services should be stipulated e.g., APN /International Roaming/ Itemised Billing
  - The cell number and SIM Card number (Vodacom Network)
  - Correct full physical delivery address (3 working days inland and 5 working days outland)
  - Cellphone Administrator Name & Surname
  - E-mail address
  - Contact number

Prepaid to Contract Conversion

- Cellphone User will need approval from the Cellphone Administrator for the line to be transferred.
- This process is to be used when an employee wishes to take ownership of the National Treasury Voice contract upon resignation from National Treasury.
- Transfer of contract will not entitle the individual to a new device from Vodacom.
- Upon transfer all National Treasury benefits on the contract will be removed.
- Line will need to be transferred into Prepaid, National Treasury will no longer be involved in assisting the user obtaining the new contract/porting the line to another Network Operator.

Contract to Prepaid Conversion Process

- Cellphone User will need approval from the Cellphone Administrator for the line to be transferred.
- This process is to be used when an employee wishes to take ownership of the National Treasury Voice contract and/or transfer to Prepaid, this is subject to the NT Tender and Vodacom's Business Rules.
- Transfer of contract will not entitle the individual to a new device from Vodacom.
- Upon transfer all National Treasury benefits on the contract will be removed.
- Line will need to be transferred into Prepaid, National Treasury will no longer be involved in assisting the Cellphone User obtaining the new contract/porting the line to another Network Operator.
- **Note:** If migration takes place whilst within contract term it will attract a premature cancellation fee, therefore a quote will be generated and forwarded to National Treasury for approval.

Contract to Prepaid Conversion Process

- Cellphone User to notify Celllphone Administrator upon resignation.
- Cellphone User to provide Cellphone Administrator with a completed Individual Contract transfer form, request full name & surname, ID number, Cell number & date to transfer to prepaid.
- National Treasury to accept the quote of premature cancellation before the request can be processed

Request Conditions

How to Log a Request

- Log request via National.Treasury@Vodacom.co.za
- Attach application forms as per request conditions
- You will receive a unique reference number relevant to request.

- Cellphone Administrator

Who can log the Request

Vodacom Action

- Transfer can be done immediately if preferred or Cellphone User to specify when to take effect
- Notify both the Cellphone User and the Cellphone Administrator upon approval.

- 6 Business Hours
- Consultant will send the confirmation when completed.
- The request will be closed.

Response Turnaround Time

Contract Transfer to Individual Contract Process

- Cellphone User will need approval from the Cellphone Administrator for the line to be transferred to a personal capacity.
- This process is to be used when an employee wishes to take ownership of the National Treasury Voice contract , this is subject to the NT Tender and Vodacom`s Business Rules.
- Transfer of contract will not entitle the individual to a new device from Vodacom.
- Upon transfer all National Treasury benefits on the contract will be removed.
- Line will need to be transferred into the Individual Contract.
- National Treasury will no longer be involved in assisting the Cellphone User obtaining the new contract/porting the line to another Network Operator.
- **Note:** All down ward migration will attract a downward migration fee, quote will be send to National Treasury for approval.

Contract Transfer to Individual Contract Process

Request Conditions

- Cellphone User to notify Cellphone Administrator upon resignation.
- Cellphone User to provide Cellphone Administrator with a completed individual airtime application form. Contract Transfer Form, rrequest with full name & surname, ID copy, proof of address, bank statement and cell number

How to Log a Request

- Log request via National.Treasury @Vodacom.co.za
- Attach completed forms on request conditions
- You will receive a unique reference number relevant to request.

Who can log the Request

- Cellphone Administrator

Vodacom Action

- Consultant will credit vet the Cellphone User and notify both the Cellphone User and the Cellphone Administrator on Approval or Decline
- Transfer will be effective only at the beginning of the next month

Response Turnaround Time

- Turnaround time 6 Business Hours
- Consultant will send the confirmation when completed.
- The request will be closed.

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Mobile Number Portability

Mobile Number Portability (Port In)

- When a subscriber wants to port from one network to another, we refer to the request as a **port from their current Service Provider to the other Service Provider.**
- No PORT request submitted over the weekend. i.e. requests received on Friday will be submitted the following Monday.
- 16 hour turnaround for response from current service provider (Whether port has been approved or decline).
- Port approval valid to 30 days (New line process to be completed in this time, if no port request will need to be resubmitted).
- Any requests where changes are required per voice or data line to be logged in writing via email; this will be in the form of a company letterhead with an authorized signatory. This will generate a unique reference number that can be used for tracking. Always ensure you use the relevant SR reference in the subject line when responding.

Mobile Number Portability (Port In)

- Information to be stipulated on the company letterhead:
  - Cellphone User Name and Surname
  - Type of device
  - Type of SIM Card required
  - Account number
  - Contract Term
  - Package
  - Additional services should be stipulated e.g., APN /International Roaming/ Itemised Billing
  - The cell number and SIM Card number (Vodacom Network)
  - Correct full physical delivery address (3 working days inland and 5 working days outland)
  - Cellphone Administrator Name & Surname
  - E-mail address
  - Contact number

Mobile Number Portability (Porting)

- This process is to be used when a new employee starts working for National Treasury using another network provider
- Note: Only on approval by the Cellphone Administrator will Vodacom port-in an external number

Request Conditions

- Obtain form on a company letterhead from Cellphone Administrator
- Fill-in your Cellphone User details

Who can log the Request

- Cellphone Administrator

How to Log a Request

- Log request via National.Treasury @Vodacom.co.za
- Attach form on company letterhead to the email
- You will receive a unique reference number relevant to request.

Response Turnaround Time

- 6 Business Hours
- Send confirmation once successful ported
- Close the query.

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Upgrade

Upgrade

- All contracts run on a 24 month period.
- At the end of this period the option remains to renew the contract.
- The line will also be eligible for a new device to be issued. This is subject to approval by National Treasury.
- As from the 22nd month of the contract term, the upgrade can be done.
- Any requests where changes are required per voice or data line to be logged in writing via email; this will be in the form of a company letterhead with an authorized signatory.
- This will generate a unique reference number that can be used for tracking.
- Always ensure you use the relevant SR reference in the subject line when responding.

Upgrade

- Information to be stipulated on the company letterhead:
  - Cellphone User Name and Surname
  - Cell Number
  - Employee Number
  - Cost Centre Number
  - Account number
  - Current Package
  - New Package
  - Correct full physical delivery address (3 working days inland and 5 working days outland)
  - Additional: VAS Services, inhibitors, etc.
  - Cellphone Administrator Name & Surname
  - E-mail address
  - Contact number

Upgrade

- This process is to be used when the Cellphone User wants to upgrade after Contract Term Expiry.

Request Conditions

- Cellphone User to obtain form on a company letterhead from Cellphone Administrator
- Fill-in your Cellphone user details

Who can log the Request

- Cellphone Administrator

How to Log a Request

- Log request via National.Treasury @Vodacom.co.za
- Attach form on company letterhead to the email
- You will receive a unique reference number relevant to request.

Response Turnaround Time

- 6 Business hours
- Send confirmation once Upgrade is processed.
- Close the query.

SIM Lock

SIM Lock

- The procedure for soft locking a line for the following reasons:
  - Stolen or Lost Phone.
  - Stolen or Lost Laptop (with built-in modem).
  - **Full locking is no longer available**. As a preventative measure against fraud, all lines will be locked for outgoing call only.
- Any requests where changes are required per voice or data line to be logged in writing via email; this will be in the form of a company letterhead with an authorized signatory.
- This will generate a unique reference number that can be used for tracking.
- Always ensure you use the relevant SR reference in the subject line when responding.

SIM Lock

Information to be stipulated on the company letterhead:

- Cellphone User Name and Surname
- Employee number
- Cell number
- SIM Card number (If available)
- Multi DATA SIM
- ID number
- Office number
- Cellphone Administrator E- mail address
- Cellphone Administrator Contact name
- Cellphone Administrator Contact number

SIM Card Suspension (Lock)

This process is to be followed to lock outgoing calls for when a line becomes spare in the business or for when the line is lost/ misplaced or stolen.

Request Conditions

- Cellphone number and reason for suspension Lost / Stolen / Spare Line)

Who can log the Request

- Cellphone Administrator

How to Log a Request

Normal Working Hours:

- Obtain cellphone number (Lost / Stolen / Spare line) and email request to National.Treasury@Vodacom.co.za
- **Or Call 082 17875** to log the request

OR

After Working Hours

After working Hours:

- Cellphone User needs to call **082 1940**
- Call Centre agent will verify your cellphone number, name and surname to lock the SIM card for outgoing calls.

Response Turnaround Time

- Immediate assistance for after hour requests.
- 6 Business Hours

Lift Suspension on SIM Card (Unlock SIM)

This process is to be followed to remove soft locked for when a spare line is reallocated to a new Cellphone User/ found the lost SIM card or for when a SIM swap is processed.

Request Conditions

- Requires Cellphone number and reason for the unlock request.(i.e. Device found/ SIM Swap processed / reallocation of SIM to new Cellphone User).

Who can log the Request

- Cellphone Administrator

How to Log a Request

- Log request via National.Treasury@Vodacom.co.za

Response Turnaround Time

- 6 Business Hours

SIM Card Cancellation

This process can be followed when cancelling a Voice contract

Request Conditions

- Cancellation on Divisional Letterhead.

Who can log the Request

- Cellphone Administrator

How to Log a Request

- Log request via National.Treasury@Vodacom.co.za
- and attach letterhead
- You will receive a unique reference number relevant to request.

Response Turnaround Time

- 6 Business Hours
- The request will be closed.

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SIM Swap

SIM SWAP

- Change SIM card number from existing to a new, while retaining the current cell number.
- SIM Swap can only be done on a blank SIM. (No prior line details have been loaded).
- Check if SIM is insured. If not, please be aware of the charge (R 10.00 excl. Vat).
- Be aware of the turnaround time for the SIM Swap to be registered on the network.
- Wait approximately 3 – 4 hours for SIM Swap to take place before inserting SIM into device.
- Any requests where changes are required per voice or data line to be logged in writing via email; this will be in the form of a company letterhead with an authorized signatory.
- This will generate a unique reference number that can be used for tracking. Always ensure you use the relevant SR reference in the subject line when responding.

SIM SWAP

Information to be stipulated on the company letterhead:

- Cellphone User Name and Surname
- Cell number
- Employee Number
- New SIM card number
- Old SIM card number
- Cell phone number
- Cellphone Administrator E- mail address
- Cellphone Administrator Contact name
- Cellphone Administrator Contact number

SIM Swaps (Voice and Data)

This process is to be used to change/swap the current SIM Card after its stolen, lost, misplaced, damaged , changed or reassigned as a spare line for a new cellphone user while retaining the same Cellphone number (MSISDN)**.**

Cellphone User

Email your SIM Swap request to the Cellphone Administrator with the following details:

- Full Cellphone User name
- New SIM card number
- Cellphone number

Request Conditions

- If the line is suspended due to the device being stolen, please request to lift the suspension as this won't be automatically done with the SIM swap

Who can log a Request

- Cellphone Administrator

How to Log a Request

- Log via National.Treasury@Vodacom.co.za

OR

- Call **082 17875**

Response Turnaround Times

- You will receive a unique reference number relevant to your request
- 6 Business Hours

Purchase Order

Purchase Order

- Outright Purchase - no contract linked to the purchase
  - Handset
  - Accessories
  - Replacement SIM
  - Modem
- Approval from Company, written letter of authority signed off by the relevant parties.
- Any requests where changes are required per voice or data line to be logged in writing via email; this will be in the form of a company letterhead with an authorized signatory.
- This will generate a unique reference number that can be used for tracking. Always ensure you use the relevant SR reference in the subject line when responding.

Purchase Order

Information to be stipulated on the company letterhead:

- Account Number to be charged
- Type of hardware
- Cost including VAT
- Correct full physical delivery address (3 working days inland and 5 working days outland)
- Cellphone Administrator Name and Surname
- E-mail address
- Fax number

Invoice and Statement

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Invoice and Statement

- Customer requesting invoice/statement reprint excluding proposed invoices.
- At a fee of R 19.80 exclusive of VAT.
- Any requests where changes are required per voice or data line to be logged in writing via email; this will be in the form of a company letterhead with an authorized signatory.
- This will generate a unique reference number that can be used for tracking.
- Always ensure you use the relevant SR reference in the subject line when responding.

Invoice and Statement

Information to be stipulated on the company letterhead:

- Cellphone User name and Surname
- Employee number
- Cost Centre
- Cell number
- Period required
- E-mail address
- Copy of ID
- Fax number
- Cellphone Administrator E- mail address
- Cellphone Administrator Contact name
- Cellphone Administrator Contact number

PIN and PUK

PIN and PUK

- Should the Cellphone User forget their PIN number, a request can be sent through to us for this information.
- On 3 failed attempts the phone will prompt the Cellphone User for a PUK number.
- Should there be more than 9 failed attempts with the entry of the PUK number, the phone will be blocked.
- A new SIM card will be needed and the old SIM card will be void.
- Request for a PIN and PUK can be made via phone or email.
- Any requests where changes are required per voice or data line to be logged in writing via email; this will be in the form of a company letterhead with an authorized signatory.
- This will generate a unique reference number that can be used for tracking. Always ensure you use the relevant SR reference in the subject line when responding.

PIN and PUK

Information to be stipulated on the company letterhead:

- Cellphone Administrators Names and Surname
- E-mail address
- Cellphone User name and Surname
- Employee number
- Cell Number
- SIM Card number
- ID number
- Office Number

PIN Request

This process is to be followed when you misplaced a PIN number.

Logging Conditions

- The original PIN is kept on the Vodacom system, If the PIN is changed you can request a PUK number to unlock the SIM.

What is Required

Cellphone User:
•You need to have your Cellphone number, SIM Card number and name and surname

Cellphone Administrator
•Cellphone User's Cellphone number, SIM card number, Cellphone User's name and surname

Who can log a Request

- Cellphone User and/or Cellphone Administrator

How to Log a Request

Normal Working Hours:
- Obtain Cellphone number and SIM card number
- Call **082 17875**
- You will receive a unique reference number relevant to the request

After Hour Request

After working Hours:
- Cellphone users to call **082 1940**
- Call Centre agent will verify your cellphone number, name and surname to assist you with PIN number.

Turnaround Time

- 6 Business Hours
- Immediate assistance for after hour requests when requested via **082 1940**.
- The request will be closed

PUK Request

This process is to be followed when you need a PUK Number to unblock you PIN number.

Logging Conditions

- Ensure the PUK number is not entered too many times (10 times) as a replacement SIM card will be required.

What is Required

Cellphone User:
•You need to have the Cellphone number, SIM card number and name and surname

Cellphone Administrator
•Cellphone User's Cellphone number, SIM card number and Cellphone User's name and surname

Who can log a Request

- Cellphone User and/or
- Cellphone Administrator

How to Log a Request

Normal Working Hours:
•Obtain Cellphone number and SIM card number
•Cellphone Administrator to call **082 17875**
•You will receive an unique reference number relevant to request

OR

After Hour Request

After working Hours:
• Cellphone user to call **082 1940**
• Call Centre agent will verify your cellphone number, name and surname to assist you with PUK.

Turnaround Time

- 6 Business Hours
- The request will be closed.
- Immediate assistance for after hours

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Address Changes and User Name Updates

Address Change Request

- Any requests where changes are required per voice or data line to be logged in writing via email; this will be in the form of a company letterhead with an authorized signatory.
- This will generate a unique reference number that can be used for tracking.
- Always ensure you use the relevant SR reference in the subject line when responding as a minimum, when requesting via mail.
- Information to be stipulated on the company letterhead:
    - Full Cellphone User Name
    - Cellular number applicable
    - Previous Address
    - New Address

User Name Update Request

- Any requests where changes are required per voice or data line to be logged in writing via email; this will be in the form of a company letterhead with an authorized signatory.
- This will generate a unique reference number that can be used for tracking.
- Always ensure you use the relevant SR reference in the subject line when responding as a minimum, when requesting via mail.

Information to be stipulated on the company letterhead:

- Full Cellphone User Name
- Cellular number applicable
- Previous User Name
- New User Name

Blacklisting

Blacklisting

This process is to be followed to stop/bar the mobile device from making calls if it is lost or stolen.

Request Conditions

- Complete the Blacklisting form ensuring the correct IMEI number is captured.
- Please remember to log another request to suspend the lost SIM card,

What is required

- Completed Blacklisting Form

Who can Log a Request

- Cellphone Administrator

How to Log a Request

- Log via National.Treasury@Vodacom.co.za

OR

- Call **082 17875**
- You will receive a unique reference number relevant to the request

Response Turnaround Time

- You will receive Blacklisting confirmation with ITC reference number
- 6 business hours

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Enterprise Bundle

Enterprise Bundles

- The Enterprise (Voice and Data) Bundle is an innovative flat rate voice plan that includes voice, data and other bearers.
- Customized package is created by for a company based 6 months of historical usage information.
- The customized package will be reviewed after 3 months.

Enterprise Bundle package include and is not limited to:

- The creation of a new account number for the Corporate Customer.
- Migrate (and/or activating new) Cellphone Users/MSISDNs to the account that has been created.
- Ensure that migrated Cellphone Users/MSISDN have been successfully migrated to the EB package.
- Pooled account from which Cellphone User are allocated voice or data.
- Credits passed into the newly created EB account.

Enterprise Bundles

Inclusions

- Local and international calls
- Local and International SMS
- Blackberry (BES) provisioning on all BB users
- 250MB for all non-blackberry users.
- Vodacom Spend Manager

Exclusions

- Roaming data and voice calls.
- WASP services.
- Premium rated services
- Activation of Data Bundles.
- Multi SIM (Multi-Data SIM) is not available.
- Itemised Billing not available.

Notify Me

Notify Me

- The Notify Me services allow the Cellphone Administrator to always be on top of actions that are taken on the lines.
- The system generates a message that is sent when services like upgrades, new lines, value added services and transfers etc. are done on any of their contracts.
- Any requests where changes are required per voice or data line to be logged in writing via email; this will be in the form of a company letterhead with an authorized signatory.
- This will generate a unique reference number that can be used for tracking.
- Always ensure you use the relevant SR reference in the subject line when responding as a minimum, when requesting via mail.

Twin Call

Twin Call

- TwinCall is service which allows a subscriber to have SIM cards with their relevant services linked to the same telephony number.
- Each SIM card has its own individual SIM card number and therefore two cell numbers.
- All incoming calls will be received on the phone that is switched on (the second phone should be switched off).
- It is advised that a subscriber uses this service with a handheld cellular phone and a fixed car phone. TwinCall is available on all contracts except Top up contracts.
- Another option would be Data Twin Call.
- This will allow the user to utilise the secondary SIM in a modem. Up to 5 data SIM can be activate on a line.

Twin Call

- Cost per SIM card is R 110.00 (incl. VAT) per month, and a once off connection fee R 85-00 (Incl. VAT).
- When submitting your request, please stipulate the desired use for the second SIM.
- Any requests where changes are required per voice or data line to be logged in writing via email; this will be in the form of a company letterhead with an authorized signatory.
- This will generate a unique reference number that can be used for tracking.
- Always ensure you use the relevant SR reference in the subject line when responding as a minimum, when requesting via mail.

Value Added Service

Value Added Services

- Any requests where changes are required per voice or data line to be logged in writing via email; this will be in the form of a company letterhead with an authorized signatory.
- This will generate a unique reference number that can be used for tracking. Always ensure you use the relevant SR reference in the subject line when responding.

Examples:

- International Roaming
- Itemised Billing
- Caller Line Identity
- Accounts status report

VAS Services

This process can be followed when Activating or Deactivating Value Added Services(VAS).

Request Conditions

- Confirm Value Added Service for activation/ deactivation.

Who can log the Request

- Cellphone Administrator and/or Cellphone User.

How to Log a Request

- Log via National.Treasury @Vodacom.co.za
- **OR**
- Call **082 17875**
- You will receive a unique reference number relevant to the request

Response Turnaround Time

- 6 Business Hours for VAS Activation.
- 6 Business Hours for VAS Deactivation.
- The request will be closed.

International Roaming

International Roaming

The world is yours

What is International Roaming?

Our global roaming covers the places you visit and anyone can use it.

Whether you`re a Vodacom Contract, Top Up or Prepaid customer, there is an option for you. Simply choose a roaming option that is right for you and stay in touch when you travel for business or go on holiday.

Managing your costs

When roaming internationally, you will pay for making and receiving calls, sending SMSs, accessing your voicemail and using your voicemail and using data.

What are my roaming options?

Get simple, flexible options so that you can stay in control of your roaming costs.

There are three roaming options	
Vodafone World	Get flat rates that are organised into three geographical zones.
Vodafone Passport	Take your SA call rate with you.
SMS Roamer	Send and receive SMS`s while abroad, it is the most cost effective way to stay in touch.

International Roaming – Vodafone World

- * Voice calls charged per-minute and subject to change.
- ** Data rates charged in 10kb increments. Data roaming is currently only available to Vodacom Contract customers and is not available to Top Up and Prepaid customers.
- Δ Discounts on calls made when roaming on selected Vodacom or Vodafone partner networks only.
- ΔΔ Super-Saver Data rates are only applicable when roaming on selected Vodacom or Vodafone partner networks.
- Visit **www.vodacom.co.za** for a list of countries in each zone and our partner networks.
- **Accessing your voicemail or calling Vodacom Customer Care is not Free and will be charged as a call back to South Africa each time.**

International Roaming

This process is to be followed for users requesting International Data/ Roaming activation services.

Request Conditions

- Complete the International Roaming Form

Note: Advise the cellphone user to familiarize themselves with the following:

- Calling tips, charges/offerings and other roaming conditions.

Who can log the Request

- Cellphone Administrator

How to Log a Request

- Log request via National.Treasury@Vodacom.co.za

Response Turnaround Time

- 6 Business Hours
- Consultant will send the confirmation when completed.
- The request will be closed.

International Dialling (Calling)

This process is to be followed for Cellphone Users requiring International Calling Services.

Request Conditions

- Advise the Cellphone User to access the Vodacom App to check calling tips, charges/ offerings and other conditions.

Who can log the Request

- Cellphone Administrator

How to Log a Request

- Log a request via National.Treasury@Vodacom.co.za
- You will receive a unique reference number relevant to request.

Response Turnaround Time

- 6 Business Hours
- Vodacom Consultant will send the confirmation when completed.
- The request will be closed.

General

Services	Description	Service Activation
International Travel and other general tips:		
Vodafone Passport	Take your home tariff overseas with you and talk longer for less. You just pay a connection fee per call and then chat at usual SA package rates	SMS “PASSPORTON” to 123 Service activation is free Go to www.vodacom.co.za for connection fee and participating networks
Vodafone World	We’ve taken the guesswork out of using your cellphone overseas. With flat-rate prices, it has never been simpler or more convenient, with the added benefit of a 10% discount when roaming on a Vodafone network	Please contact Vodacom a week before your trip. Flat-rate charges organised into zones depending on your destination makes it easy to see how much you’ll pay for making & receiving calls and sending SMSs. Choose a Vodafone partner network to guarantee a 10% discount
Vodacom SMS Roamer	A convenient cost- effective and easy way for Contract, Prepaid and Top Up customers to stay in touch via SMS (only while travelling)	On departure, SMS “ROAMON” to 123 & on return SMS “ROAMOFF” to 123. Activation is free. SMSs sent while travelling are charged at applicable SMS rates. Visit www.vodacom.co.za for the latest charges

General

Services	Description	Service Activation
International Travel and other general tips:		
Vodacom Data Roaming (GPRS, GPRS & HSDPA)	With flat data rates on selected Vodafone networks, using your laptop or cellphone to access email and the Internet while travelling has never been easier or faster	Flat rate per megabyte on selected Vodafone partner networks
Cellphone Blacklist	Should your cellphone be lost or stolen, you can block your SIM card and blacklist your cellphone to ensure that nobody can use it	Free Services – complete the necessary documentation
Emergency 112 Free	In an emergency, Vodacom will instantly connect you to the emergency service you need – even if you are out of airtime	Call 112 – free service

Network Coverage

Network Coverage (on Devices)

This process is to be followed when you experience coverage or Loss of Coverage

- Dropped Calls
- Poor Coverage
- Data Connection issues

Logging Conditions

- Confirm network coverage issue, i.e. Dropped Calls, Poor Coverage, D ata Connection issues
- Confirm Area/ Address of the network issue.

What is Required

- You need to have the Cellphone number and the area where there is no coverage.

Who can log a Request

- Cellphone User and/or
- Cellphone Administrator .

How to Log a Request

- Log request via National.Treasury @Vodacom.co.za

Or

- Cellphone Administrator Call **082 17875**
- Afterhours will be directed to the Business Centre with limited assistance

Turnaround Time

- 6 Business Hours
- Call will be closed and logged with Vodacom Network for investigations
- The request will be closed.

Self Service

Self Service

How to get the My Vodacom App from the Vodacom App Store

There are 3 Simple ways

1. http://vodacom.mobi/apps
2. Simply SMS APPS to 31116 (Free SMS) and click on the link sent to your cell phone.
3. Access the App store via the bookmark on the Vodafone Opera Mini.
   - Once logged in one may search and download the My Vodacom App
   - Alternatively, the user may use the App Store that corresponds to the device

Self Service

What can I do with the App?

- With the My Vodacom app, we give the power to you so that you can help yourself and always know what to expect.
- View your important account information - If you are a Contract customer, view your next upgrade date and current bill. Prepaid customers can view how many Talking Points you've been rewarded for the month, as well as your airtime balance.
- Buy data directly from your phone – Select your choice of data bundle - monthly or once-off and track your usage.
- Transfer data and airtime – Gift another Vodacom customer with data bundles and keep friends on Prepaid connected by transferring airtime to them. The cost will be added to your Contract account or deducted from your airtime in the case of Prepaid.

Self Service

What can I do with the App?

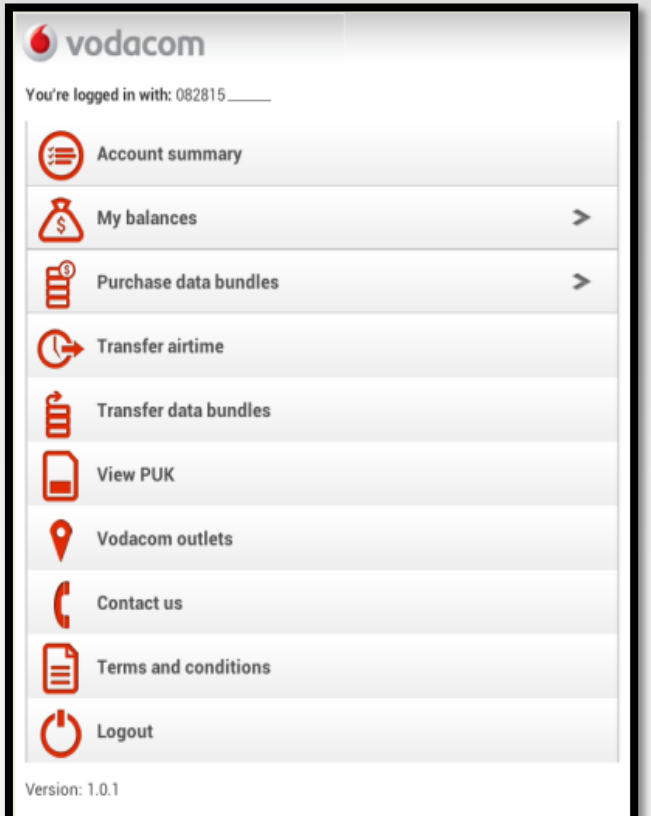
- View data and messaging balances – See how many SMS, MMS and data megabytes you've used and how many are remaining.
- Recharge any Vodacom Prepaid number if you have a voucher PIN number.
  View your PUK number – Blocked your SIM card? Log on to unblock your PUK number and set a new PIN.
- Find a Vodacom outlet near you – Turn on your location services to view the precise distances, store contact details and pin-points on a map.

Self Service

Basic Illustrations

What can the My Vodacom App allow you to do?

- View your important account information
- Buy data directly from your phone
- Transfer data and airtime
- View data and messaging balances
- Recharge any Vodacom Prepaid number if you have a voucher PIN number
- Log on for your PUK number to unblock your SIM card and set a new PIN
- Find a Vodacom outlet neat you



Self-Services

This process will assist you with queries that you can resolve without calling Vodacom

Vodacom App

http:/Vodacom.mobi/apps

- View your important account information
- Get PUK number
- Find nearest Vodacom Shop outlet near you

Repairs

Faulty Device - Booking

This process is to be used by the Cellphone Administrator to book in a warranty faulty device on the Vodacom Collection Point (VCP) system . Vodacom Collection Point (VCP) system is a web based system and training will be provided to the Cellphone Administrators

Corporate Administrator

- Cellphone User takes faulty device to the Cellphone Administrator.
- Cellphone Administrator receives faulty device without accessories from User & books in device on VCP system together with the Device Inspection Form
- Cellphone Administrator package faulty device together with the paperwork and contacts RAM for Collection

RAM Courier

- RAM collects faulty device/s and delivers to the selected Vodacom Repairs Outlet within 24hrs in Gauteng or 48hours in areas outside Gauteng

Vodacom Repairs Outlet

- Receives faulty device on the VCP system and allocates it to the technician for assessment.
- Technician repairs the devices in accordance to manufacturer requirements /repair capabilities or sends to Advance Repair Centre
- Device is dispatched back to Corporate Cellphone Administrator

Vodacom Repairs Advance Repair Centre

- Receives faulty device from Vodacom Repairs store
- Repairs the devices according to the manufacturer specification
- The device is dispatched to the Vodacom Repair Centre

Turnaround Time

- Vodacom Repair Centre - 5 working days (Including courier time)
- 14 working days (including courier times)

Lessons Learned

Lessons Learned

- Incorrect activations based on Cellphone Users/Administrators information provided.
- Cancellation of an activation – Once Port Activation date is provided on the spreadsheet it should not be changed especially last minute changes.
- If a Cellphone User is roaming and the line has been ported the reversal of that activation takes up to 3 months.
- If a port submission is approved we have up to a month to ensure the line is activate on the new activation.
- Users inserting SIM cards before 12:00 am re – PORTS this results in network connectivity issues.
- Port submission failures it is the responsibility of the administrator to query this with the network.

Lessons Learned

- Users signing acceptance for other users – collection of devices and SIM.
- Activation while users are roaming – A line cannot be activated while outside SA because of network issues.
- Spread sheets must never change. One spread sheet is used for ordering, labelling, port submission, activation, delivery per site/region, during the roll out, acceptance from the user and to recon.
- Port activation the system allows activation between 7 am – 4:30 pm.