RT15-2016 : Mobile Communication Services

ANNEXURE CC

SWIM SWAP ON SPEND MANAGER

SWIM SWAP ON SPEND MANAGER TOOL

Participants

It is an understand that the safety and security of your institutions is one of your top priorities. As a Participant on RT15-2016 it is critical that maintenance of the strictest security standard on your Vodacom accounts is equally important to National Treasury and Vodacom.

In light of the above, the following changes to the current SIM swap process will be implemented. These changes will ensure that your institution is safeguarded against fraudulent activities associated with SIM swaps on Spend Manager.

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Please note the following changes to the SIM swap process, effective 10 September 2019

1. The ability to process SIM swaps on the Spend Manager portal will no longer be available.
2. SIM swaps will not be processed between 18:00 and 6:00, and any requests submitted during these times will pend until the next day.
3. There will be a 2 hour delay on all SIM swap requests
4. A confirmation SMS will be sent to the customer (the end user mobile number being SIM Swapped)
5. A confirmation will be sent to the be sent to the master account holder (primary number on the account) when the SIM being swapped is in a full locked state

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You will be able to manage SIM swaps for lines on your account through the following channels:

- Your Vodacom Business Account Manager
- Vodacom Business Support – 082 1940
- Vodacom Business Managed Service Desk – 082 1948