



national treasury

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TRANVERSAL CONTRACTING

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Ref: RT15-2016

To : Participants

AMENDMENT 3: LOYALTY PROGRAM CHANGES

TRANSVERSAL CONTRACT RT15-2016 FOR THE SUPPLY AND DELIVERY OF MOBILE COMMUNICATION SERVICES TO THE STATE FOR THE PERIOD ENDING 31 MARCH 2021

1. Loyalty Programme is one of the products and/ service with two programmes, Platinum and Onyx.
2. There were integration changes at Vodacom (Pty) Ltd regarding the Loyalty Programme.
3. Onyx was identified as one of the key Loyalty Program that would be retained with changes to the limit up to R20,000,00. These changes would be applicable to all Onyx participants effective 01 November 2020.
4. The Platinum Programme is still available and without changes.
5. Below is a synopsis of the revised Onyx benefits, as of 01 November 2020;

4.1 Annual upgrade benefit

- There is no charge associated with the annual upgrade benefit.
- The range of mobile devices available for the upgrade is not dependent on participant's applicable price plan.
- Participants will be subsidized on their chosen mobile device up to R20,000,00 retail value. Amounts exceeding the R20,000,00 limit will be for the Participant's own mobile account.
- This benefit is subject to renewal of participant's mobile contract for a period of 24 months from the date of upgrade.
- Mobile device insurance is for participant's responsibility. In this regard, participants must check the mobile device insurance after each upgrade to ensure it is insured for its replacement value. The Premium Service Desk consultants (082 1903) will be able to support in this regard.

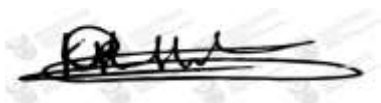
4.2 Faulty, lost or stolen device benefits

- To exercise this benefit participants will need Vodacom mobile device insurance that covers faulty, lost or stolen mobile devices, and it is for the participant's own mobile account.
- Only the mobile device that has been used with the cell phone number registered on the Onyx Programme will be replaced when lost, stolen or faulty, provided it has also been active on the Vodacom network in the last 30 (thirty) days.
- To qualify for the free replacement and delivery of lost or stolen data mobile device and/or its SIM card, the participant's data service must have been used in conjunction with their data line number on the Vodacom network within the last 30 (thirty) days.
- If participant's mobile device is lost, stolen, faulty or defective and requires replacement, they must contact the Premium Service Desk to arrange delivery of the replacement mobile device.
- The first replacement of a faulty, lost, or stolen mobile device during the year of Onyx Programme membership is provided free of charge (no excess).
- An excess fee may be charged for subsequent claims made during the same Onyx membership period.
- In terms of RICA legislation, participants are required to report lost and stolen mobile devices. Participants should notify the Premium Service Desk on 082 1903 and the consultants will assist, issuing an ITC reference number. This reference number may be required by SAPS to obtain a case number, or by the insurer in the event of a claim.

4.3 In addition to the above benefits, participants also have access to:

- Additional rewards on MyVodacom App including all campaigns that are running at any specific point in time (Terms & Conditions apply); and
- My Vodacom Travel benefit offers up to 50% off international and domestic flights, buses, car rental and accommodation.

Kind Regards,



**KWANELE MTEMBU
FOR CHIEF DIRECTOR : TRANSVERSAL CONTRACTING
OFFICE OF THE CHIEF PROCUREMENT OFFICER
DATE: 09 NOVEMBER 2020**