



vodacom

General Consumer Information

power to you



vodacom.co.za

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Dear Vodacom Customer,

Welcome to the world of Vodacom. This brochure contains general Vodacom products and services related information and also outlines specific terms and conditions pertaining to your device warranty and repair processes. Please discuss these and any other questions you have with your sales and/or service consultant.

Customer Service

How can I contact Vodacom?

- Whenever you need any help – simply give us a call on 082 111, free from your Vodacom cellphone.
- We also provide Self-Service options, like our website: vodacom.co.za
- You'll find other important numbers and Self Help options on your monthly invoice/statement.

How do I request support for Data related issues?

- Give us a call at the Data Call Centre on 082 155, free from your Vodacom cellphone.
- You can also visit vodacom.co.za
- Or check your monthly invoice/statement for more helpful numbers and Self Help options.

How do I request support from Vodacom Repairs?

- Give us a call at the Vodacom Repairs Call Centre on 082 1944, free from your Vodacom cellphone.
- Check your job receipt for the Vodacom Repairs outlet contact details.
- Mail us on: Vodacom.RepairsEscalations@vodacom.co.za

Prepaid

Starter packs

- Each Vodacom Starter Pack comes with a 64K SIM card or Micro SIM card, a start-up user guide and a cellphone number. You also get free SMSs or airtime, depending on which Starter Pack you choose.

How do I recharge?

- Recharge your account using any of these easy options.

Airtime transfer:

- All Contract, Top Up and Prepaid Vodacom customers can send airtime credit from their cellphone to a Prepaid SIM card.

Option 1:

Call 082 12000, free from your Vodacom cellphone, and follow the voice prompts.

Option 2:

1. Dial *111# from your Vodacom cellphone.
2. A MyPhone menu will appear.
3. Select "Airtime Transfer" and choose the amount that you wish to transfer.
4. Enter the Prepaid SIM cellphone number and select "confirm".

Physical airtime recharge voucher:

- You can buy a voucher at any Vodacom approved outlet. The airtime value and PIN number will be printed on the voucher.

Option 1:

Dial *100*01*recharge PIN# from your Vodacom cellphone.

Option 2:

Dial 100, press 1 to recharge, enter your recharge PIN followed by the hash key, free.

Till slip airtime recharge vouchers:

- You can buy a till slip recharge voucher at any retailer displaying the Vodacom logo. The recharge value and PIN will be printed on your till slip.

Option 1:

Dial *100*01*recharge PIN# from your Vodacom cellphone.

Option 2:

Dial 100, press 1 to recharge, enter your recharge PIN followed by the hash key, free.

ATM and Online banking recharges:

- Recharge your Prepaid account via an ATM or Internet banking. The airtime value you choose will be credited directly to the cellphone number of the Prepaid SIM. Enter the Prepaid SIM's cellphone number when choosing which number to recharge.

Prepaid to Contract conversions

Please be aware that all accumulated Talking Points and preloaded airtime will be forfeited when you migrate from Prepaid to Contract.



Contracts

Voice

How should I go about choosing my new cellphone?

Before you choose a cellphone, you should consider the features and functionality that will best suit your needs. It's a good idea to discuss your needs with the Vodacom sales consultant BEFORE choosing your phone. It's important to select the cellphone of YOUR CHOICE – because once you've received your cellphone, you can't exchange it for a different one.

How long will it take before I can use my new cellphone and SIM card?

Once your contract has been approved and signed and contractibility has been established, it takes up to 48 hours for your new SIM card to be activated. You should keep your new device off until activation. If the device is on and your SIM hasn't been activated, you'll need to switch it off and on again. If you still can't make or receive calls after 48 hours, please contact the Vodacom outlet where you purchased your contract.

What is my cellphone number?

Once your SIM card has been activated, you'll receive an SMS notifying you of your new number. If you converted from Prepaid, or ported from another network, your cellphone number will stay the same. If you're converting from Prepaid to Contract, make sure you redeem your accumulated Talking Points by calling 082 241 1082 BEFORE you sign your contract – or you'll forfeit them.

Is there anything I should do BEFORE I use my cellphone?

We recommend that you charge your cellphone, as per your specific instruction manual, BEFORE you start using it.

Is there anything I should do AFTER my SIM card has been activated by Vodacom?

We recommend setting up your Vodacom voice mailbox by dialling 121, and following the voice prompts. If you want to set up your cellphone so that it diverts calls to your voice mailbox, please check your specific instruction manual.

Data

Important information

- Ensure your chosen data modem is compatible with your physical connector/adaptor/port on your PC or laptop.
- If at a later stage you change your PC or laptop, Vodacom won't exchange the data modem if it's no longer compatible.
- Check that Vodacom provides the data coverage and speed you need, in the primary areas you intend on using your data modem. Check our data coverage maps at vodacom.co.za

How do I get my data modem to work with my PC or Laptop?

Ask in-store about our 1-hour free onsite assistance, OR call the number on the installation voucher. To do it yourself – check the enclosed Quick Installation Guide. Note: If you have any trouble during installation, call us at the Vodacom Data Call Centre on 082 155, free from your Vodacom cellphone. If the installation or configuration of your modem isn't done correctly, it could affect the quality and speed of your data service.

What do I need to know about my new laptop/desktop computer?

The new computer comes with a pre-loaded Windows Operating System, but not any additional software, like anti-virus software. It will be your responsibility to keep your computer protected at all times. The computer is also not covered by the Vodacom Device Warranty Agreement, the warranty is provided by the manufacturer of the computer – refer to the information booklet that comes with the product.

What factors could affect the speed and/or coverage when using my data modem?

The quality of your coverage and data speed depends on:

- The Internet site you're accessing.
- The number of customers on the Vodacom data network in your area.
- The speed and capacity of your PC/laptop.

Where can I find/download the latest Vodafone Mobile Connect Software version?

It is VERY important that you always use the latest version of the Vodafone Mobile Connect Software. Simply download it from vodacom.co.za

How will Vodacom 'calculate' and charge my data usage?

Your data usage will be billed based on the amount of data (kilobytes) which is sent from your PC or laptop or received by your PC or laptop while you're browsing the Internet or sending and receiving email. The amount of data is then multiplied by the applicable price plan rate, e.g. R1.00 per megabyte. Remember that most data contracts include a monthly data bundle, e.g. 500MB. Note: SMS/MMS is not included in your monthly data bundle.

Does it matter how long I stay connected to the Internet?

No. You're ONLY billed for the data that is sent/received by your PC or laptop.

What RISKS are involved when I connect to the Internet/email?

When your PC/laptop is connected to the Internet via your data card, your PC/laptop can send or receive large amounts of information 'by itself' within a short space of time, without you even knowing. This is normally caused by viruses, automated software downloads, etc.

Will I be liable for 'unintended' data usage via my data modem, caused by viruses, etc?

Yes. It's your responsibility to protect your PC/laptop when connected to the Internet.

We advise you ask an IT technician to help you find the right protective measure.

How can I manage/monitor my data usage?

- Don't leave your PC/laptop connected to the Internet when you don't need to be.
- Make sure you have sufficient protective measures against viruses, spyware, etc, loaded on your PC/laptop.
- Be careful when you're listening to music, watching or downloading movies over the Internet, because that kind of content normally contains large amounts of data.
- Products like web accelerators can affect your data usage tremendously. They're supposed to speed up your surfing experience by downloading an entire website and any linked websites in the background and saving it in your PC/laptop's cache (temporary memory). When you follow a link, the page is then retrieved from the cache rather than fetched from the web, giving the impression of speedy web access. This leads to many unnecessary pages being downloaded, meaning large data usage and big bills.
- Examples of these products are MWeb web accelerator, Google Web Accelerator, Propel Internet Accelerator, Fasterfox for Firefox, Netfury, Net Vampire, Webcopier, Webstripper, etc.
- Protect your PC/laptop against unauthorised usage and access via wireless technologies, such as Bluetooth & WiFi.
- Find out how much data you've used using one of these options:
 - Log onto vodacom.co.za (using your data card's cellphone number), and go to the My Account menu option
 - SMS the letters MM to 31050 from the Vodafone Mobile Connect Software. This is a free service
 - Click on the View Usage button in the Vodafone Mobile Connect Software – as an indication of data usage
 - Note: This may not always be 100% accurate because of various technical reasons (viruses, spyware, etc)

Can I receive the SMS notifications on another SIM card of my choice?

Yes. You can receive your SMS notifications on another SIM card in another device, by following these simple steps:

- If you're using a data card, use the Vodafone Mobile Connect Software to SMS "altnum" followed by the cellphone number that the notifications should be sent to.
- If you're using a USB modem that doesn't have SMS capability, insert your data SIM card into a cellphone and then SMS "altnum" followed by the cellphone number that the notifications should be sent to.
- An activation notification message, and all future SMS data usage notifications, will then be sent to the alternate cellphone number of your choice.

Accounts

Invoice and statements

- All subscription fees are payable in advance.
- Once your Vodacom account is activated, you'll be invoiced immediately for the rest of the current month's pro-rata subscription cost, a once-off connection fee and pro-rata value added services amounts (if applicable). A direct debit will be made on your specified bank account for the aforementioned amounts, within 2 business days of activation.

When will I receive my 1st Vodacom invoice, and when will it be payable?

- You'll receive your first Vodacom bill at the end of the month, it will consist of:
 - A statement containing an opening balance, transactions for the month and a closing balance
 - A detailed invoice, including subscription charges, Value Added Services, for the CURRENT calendar month and calls/usage charges for the PREVIOUS month
 - An itemised billing report (if you subscribed) indicating detailed call and other usage information for the previous calendar month

Your payment will be due at the end of each month. The most convenient way to pay is via direct debit order.

What charges will be included in my monthly Vodacom invoice?

- Your invoice consists of 3 types of fees:
 - Monthly subscription fees – which are mostly recurring and are billed for the current/in voice month
Examples include Talk 120 subscription, itemised billing, insurance, SMS bundles, data bundle fees, etc
 - Call/data/SMS usage charges – which are summarised totals of your calls/data/SMS usage for the PREVIOUS month, calculated according to your selected price plan
 - Other ad-hoc charges – which are normally related to 'special events', for example once-off connection fee, price plan migration fee, etc

How much will my monthly Vodacom invoice be?

Please check your Airtime Contract Application (page 2) and ask the sales consultant to show you which fees are monthly recurring subscription fees.

Will Vodacom place a limit on my monthly bill?

- **Mandatory call limit (usage):**
In order to protect you from any surprises in your Vodacom bill, all new Vodacom customers will be subject to a monthly usage limit (call/data/SMS) for the first 7 months. Please ask your Vodacom sales consultant what your monthly call/data limit will be.
- **Mandatory account limit:**
All new Vodacom customers are subject to a mandatory account limit. This limit is set according to the usage on your account and includes the usage of all the contracts linked to your account. The account limit will remain unchanged for a period of 6 months. Note: This is not a guaranteed service and you'll be liable for your complete bill, regardless of whether Vodacom locks your service or not.

May I activate a voluntary call limit on my Line?

Yes. Simply call the Vodacom Call Centre on 082 111. Terms and conditions may apply.

If I'm on a price plan with bundled minutes/seconds/airtime/data, how will it be calculated for my 1st month?

Your bundled minutes/seconds/airtime/data will be applied pro-rata, based on the number of days remaining in the calendar month. Please make sure you select the appropriate DATA bundles for your needs, because unused data bundles are forfeited at the end of each month.

NOTE: Bundled minutes/seconds/data may not be applicable when dialling special/VAS/international numbers, or when roaming.

Upgrade

When do I qualify for an upgrade?

You can request an upgrade on your cellphone or data modem and extend your contract 3 months prior to the end of your current contract, i.e. from the 22nd month. When you upgrade, you can also change your Vodacom price plan at no cost.

Contract amendments

Am I allowed to make changes to my contract?

You can change specific components of your contract, e.g. you can request to be migrated to a different price plan, subject to certain conditions and a potential migration fee or you can request to add or remove value added services, like insurance or ad-hoc data bundles. Give us a call at the Vodacom Call Centre on 082 111, or visit an approved Vodacom outlet.

Can I cancel my contract activation, upgrade, etc?

Yes. You can cancel your contract and/or upgrade for the duration of the agreement period.

Cancellation fees will apply to contract/upgrade cancellations and will be discussed when we receive your written notification to cancel.

Can I transfer the ownership of my contract?

Yes. You can request for the ownership of your contract to be transferred to another individual/company, provided the individual/company meets the standard application criteria, at an approved Vodacom outlet or Vodacom Customer Care.

Mobile number portability (MNP)

If I port my cellphone number to Vodacom, will I retain all the products and services provided by the donor network/service provider?

No, not all products and services will be provided once your cellphone number has been ported. Please ask your Vodacom sales consultant to explain the services available to you.

Will there be any applicable call limits and/or account limits if I port my cellphone number to Vodacom?

Yes. All Vodacom subscribers are subject to a mandatory monthly call limit and account limit to protect you from any surprises on your bill. These limits are prescribed according to the price plan package you select. Please ask your Vodacom sales consultant to provide you with the applicable limits.

- Call limits are mandatory for 7 months. After that, the removal of the limit will be subject to specific criteria.
- Account limits remain unchanged for a period of 6 months, and thereafter will be adjusted on a monthly basis.
Please note: This is not a guaranteed service and you'll be liable for your complete bill, regardless of whether Vodacom locks your service or not. **IMPORTANT:** If you port your cellphone number to Vodacom, you may still be liable in terms of any contract you have with the donor network and/or service provider.

Additional products and services/information

Insurance

Can Vodacom provide me with CELLPHONE/DATA MODEM insurance?

Yes! Ask your sales consultant to explain all the insurance options, as well as payment, excess and claim procedures. Please Note:

- Vodacom Insurance is only valid if your registered SIM card was in the insured device at the time of loss.
- Laptops/PCs are not covered under this policy.

Does my insurance cover continue when I perform an Upgrade?

Yes, but to make sure the item is covered sufficiently, remember to contact Vodacom Insurance to update your cellphone/data modem details. It's your responsibility to make sure the correct cover is in place. Please Note:

- You must be covered at the time of loss. Insurance cover can't be activated after a loss to facilitate a claim.
- Your cover must be sufficient at the time of loss. The band of cover can't be amended after a loss to facilitate a claim.

RICA

RICA is the Regulation of Interception of Communications and Provision of Communication-Related Information Act. RICA registration is a legislative requirement from the South African government that applies to all existing and new users of SIM cards. All new SIM cards, including data SIM cards, must be registered in order to have the cellphone number activated. RICA applies to all Contract, Top Up and Prepaid cellphone numbers.



You need to provide the following information when you register your SIM card:

- The SIM card that you want to register – if you're an existing customer.
- Proof of identity:
 - Green bar-coded ID document, or
 - Temporary ID certificate, or
 - Passport
- Proof of your residential address.

International roaming

Vodacom's international roaming services let you stay in touch with your loved ones, friends and colleagues while you travel internationally. This means you can conveniently make and receive calls, send and receive SMSs, access the Internet, your email and your company's network while you travel. Thanks to Vodacom's partnership with Vodafone, you benefit from the best roaming services offered by the world's largest mobile operator. International roaming is simple to use and easy to understand.

What should I do before I leave?

- Confirm that Vodacom has a roaming agreement with the country you wish to visit by calling us at the Vodacom Call Centre on 082 111 or visiting vodacom.co.za
- Make sure you activate international roaming at least 7 days before you depart.
- Clear international call barring by dialling #331*1111# or gives us a call at the Call Centre on 082 111, free from your Vodacom cellphone in South Africa.

How do I activate the international roaming service?

- **Contract:**
 - Contact your Service Provider to activate international roaming;
 - VSPC – 082 111 (Individual) or 082 1940 (Corporate), Autopage Cellular – 0860 23 24 24/(011) 650 5111, Nashua Mobile – 0861 412 412
- **Prepaid:**
 - SMS "TRAVEL ON" to 123 , free, or contact our dedicated Customer Call Centre by calling 111, free from your Vodacom cellphone or 082 111 from any other phone
- **Top Up:**
 - International roaming is already activated for all Top Up customers

What do I do when I arrive abroad?

- Once international roaming has been activated on your cellphone, you just need to switch it off and back on once you've arrived at your destination.
- On start-up, your cellphone will search and automatically select a local network to roam on.
- In the event that a local network is not automatically selected, consult your user manual on how to search for networks manually.
- As a Vodacom Contract, Prepaid or Top Up customer, it's better to roam on a Vodacom or Vodafone Partner Network – so make a note of the network that will offer you the lowest roaming rates.

What do I do when I return home?

- If you've activated unconditional diverts before leaving, remember to cancel call diverts on your return by dialling ##002# from your cellphone when you arrive back in South Africa.
- If you've activated SMS roamer, remember to deactivate it immediately upon your return to South Africa so that you can use voice and data functionalities again. To deactivate SMS roamer simply SMS "ROAMOFF" to 123, free.

International calling

What is it?

Now you can call friends, family and colleagues overseas directly from your Vodacom cellphone. As a Vodacom customer, you can benefit from low international calling rates while enjoying high quality voice connections.

How do I get this service?

The international calling service is enabled by default for both Top Up and Prepaid customers. So if you're a Top Up or Prepaid customer, you can make international calls immediately, provided that you have enough airtime.

If you're a Contract customer, you might need to request the international calling service be enabled, before you can call abroad. Call us at the Vodacom Call Centre on 082 111 to check if your international calling service has been activated.

How much does it cost?

The international calling rates depend on your basic price plan. International calls are also charged per minute or per second, depending on your basic price plan. To confirm the applicable rates logon to vodacom.co.za

Gift cards

A Vodacom gift card is an electronic gift certificate that's convenient and easy to use, anywhere that MasterCard is accepted.

- Gift cards are valid for 3 years from the date of activation.
- You can use it anywhere that MasterCard is accepted, to the value loaded onto the card.
- If the gift card is included in a contract or upgrade deal, you have to honour the obligations of the deal, such as cash pay-ins, admin fees, SIM card costs, etc, in full before you can use the gift card.
- Once you've honoured the obligations of the initial contract/upgrade, you can use the gift card to pay for cash pay-ins, admin fees, SIM card costs, etc, on another contract/upgrade.
- You can also use a gift card to pay a Vodacom account.
- Activation of gift cards may take up to 24 hours.
- You can't reload a gift card and it must be destroyed once you've used it's whole value.
- Vodacom won't be liable for reimbursement if your gift is lost or stolen.
- You can have a refund done on the gift card. Please Note: the value may take up to 4 working days to reflect on the card.
- You can check the available balances on your gift card from your nearest Vodacom Customer Care outlet, or call one of the numbers below.
 - Gift Card Support Line: 0861 11 40 93
 - Balance Enquiry Line: 082 111 free from a Vodacom cellphone
 - Balance SMS Line: 34543

m-pesa

What is it?

m-pesa is a Swahili term for 'mobile money'. Vodacom m-pesa allows you to convert real money into electronic money at any authorised m-pesa outlet. You can then transfer this e-money to others, pay for goods and services, as well as settle accounts. If you don't have a traditional bank account, Vodacom m-pesa will allow you to deposit cash into your m-pesa account and send e-money to other mobile users. E-money can then be converted into cash. You can also convert the e-money in your m-pesa account back into cash at any time. Simply visit your nearest approved Vodacom m-pesa outlet to register.

Why should I use this service?

- You can deposit and withdraw cash from any approved m-pesa outlet.
- Send e-money to any mobile customer in South Africa.
- Store m-pesa in your registered Vodacom m-pesa electronic wallet.
- You can also buy Vodacom Prepaid airtime from your m-pesa account, using your mobile phone.
- You don't need a bank account.
- There are no joining fees or monthly charges. No minimum balance.
- It's fast and easy to use.
- You pay-as-you-use.

How do I get this service?

- Customer registration is performed at any approved Vodacom m-pesa outlet.
- To register an m-pesa account, you will need:
 - A cellphone with an active Vodacom SIM card
 - To be 16 years or older
 - A completed and signed Customer Registration form
 - Proof of ID (original document and copy) or refugee ID
 - Passport and Residence Permit (if you are not a South African citizen)



m-pesa outlets may include:

- Vodacom Shops, 4U stores, selected retailers, supermarkets, garage forecourts and community service containers. For further information and assistance, call Vodacom m-pesa Customer Care on 082 1082 or logon to vodacom.co.za

Device warranty terms and conditions and repair related information

Important information

- You have to provide your original proof of purchase and/or delivery note on the first occasion when you're booking your device in for repairs. This will then serve as your implied warranty initiation date.
- In some cases your device might need to be returned to Vodacom, so we recommend you keep the original packaging in a good condition and safely stored.
- If your phone has a lock code or security code, please supply these details when you book it in for repairs to avoid any unnecessary delays.
- It's a good idea to back up your data frequently (contact numbers, photos, information of high importance and/or personal sentimental value). We recommend that you back up your data before you book it in for repairs or data support service.
- The condition of your device is also taken into consideration before any warranty decisions are made for replacements/exchanges, especially within the first six months from the purchase date. We urge you to keep the screen protector on for at least the first 14 calendar days, or for as long as possible.
- If you've dropped your device, it may appear to only be damaged externally, but it could have some internal damage that would mean your warranty is voided. Therefore, we recommend you protect your phone with a pouch or protective cover.

Implied warranty term

What is the warranty period on my device?

- The warranty on all devices is provided by the relevant device manufacturers. Therefore, the warranty period will depend on the manufacturers, usually between 12 and 24 months, and is subject to the manufacturer's terms and conditions.
- The warranty applied on a device starts on the date of purchase, printed on the original invoice or delivery note.
- The repair model/process is outlined in this document and serves to inform you of how the 1 – 6 month and 7 – 12 or 7 – 24 month warranty periods may differ in terms of the repair process and possible outcomes.
- The 3 month warranty applies to repairs, and starts when you receive a notification to collect your device and not from the point of actual collection. Make sure you provide accurate contact details so you can receive status updates and the notification to collect.
- Please Note: Vodacom Repairs will manage the warranty on behalf of the various manufacturers on VSP sold devices only.

How is my warranty voided?

- Your warranty will be voided if your device is damaged. This includes, but is not limited to:
 - Physical damage and/or misuse or abuse, liquid damage, repairs and/or product modifications and alterations that have been executed by unauthorised third parties
 - Modifying the exterior of the device by gluing, pasting or sticking 'decorative' images on the device can void the warranty if such attachments impact the interior mechanics of the device. Such attachments can also influence the strength of your network connectivity on the device
 - The downloading of illegal software, alteration of the IMEI number on your device, whether it has been deleted, removed or made illegible, or if the internal data of your device doesn't comply with the proof of purchase
- Your warranty will also be voided if you fail to properly follow the installation process and instructions for use, or if you use products or accessories that aren't compatible with your device – such as generic accessories and other contaminated auxiliary devices.
- Because Vodacom Repairs acts in accordance with the manufacturer warranty, you have to make sure that you comply with the warranty requirements as they are outlined in your device's manual.

Out of Box Failure (OBF) verification

- Kindly note that you must return OBF devices to the original store where the device was purchased failing which, you return it to your closest Vodacom Shop. The sales entity will submit such devices to Vodacom Repairs as this is not facilitated directly between Vodacom Repairs and the consumer but between the sales entity and the consumer.

Devices (excluding iPhone)/data cards/modems

- The warranty from the date of purchase is provided by the relevant device manufacturers for the duration of the implied warranty period, between 12 and 24 months (depending on the manufacturer).
- An 'Out of Box Failure' (OBF) is defined as a new device/data card/modem that is found to be technically faulty within 7 (seven) calendar days of purchase.
- The OBF requirements are defined by the applicable manufacturers. Vodacom will operate in accordance with such requirements and specifications for devices originally purchased through the Vodacom Service Provider warehouse.
- Kindly refer to your Manufacturer User Guide for additional information. It is advisable to keep this guide in a safe place.
- Please Note: Terminology used to refer to OBFs may vary from manufacturer to manufacturer (e.g. DAP: Defective After Purchase).
- Should a device not meet the OBF criteria and is in the range of devices that Vodacom Repairs are authorised to repair, the standard repair process will apply in terms of resolving the reported fault.

Physical damage – all devices

- There must be no physical damage on the product or its accessories, or any signs of neglect due to: physical abuse, liquid damage, screen scratches, dents or marks.
- Please Note: Physical damage (including seemingly trivial surface scratches, marks, etc) could result in an OBF claim being rejected. In the event that you experience a problem with your new device, you are encouraged to return it to the outlet as soon as possible to reduce the risk of an OBF rejection due to physical damage.

OBF terms and conditions:

- Items must be returned within 7 (seven) calendar days from date of purchase that is printed on the official invoice (proof of purchase).
- The original invoice (proof of purchase) as received at the point of sale must be supplied.
- All devices must be assessed by a Vodacom Repairs technician for any faults reported by the client before being exchanged. This assessment may take up to 7 (seven) calendar days. (Timeframe may be influenced by location, courier delays and/or public holidays).
- Devices that meet the OBF criteria but are faulty due to software issues (incorrect version of software) and that can be resolved by way of a software upgrade are not considered OBF at this stage in the OBF resolution process.
 - A software upgrade will be performed free of charge in an attempt to resolve the fault
 - Should this software upgrade fail to resolve the fault, and the device renders faulty within 7 (seven) days of the software upgrade and/or still within a 14 (fourteen) calendar day period from date of purchase/delivery, the device will be approved as an OBF. The consumer should retain their proof of receipt of the device when the device is issued back to them after the software upgrade, as this is the date that will be applied in terms of the additional 7 (seven) day window
 - The maximum of 14 (fourteen) calendar days OBF rejection with a software version update is therefore calculated according to the time the device is in the consumer's possession. Thus providing a reasonable window to determine fault
- All data cards must be assessed by a Vodacom data specialist/Vodacom Repair technician to confirm fault/s (a report may be requested) before an exchange can be made.
- Items that qualify as OBF will only be swapped for the same make and model.
- The original contents of the 'box', (device, original battery, original charger, original antenna, manual and any other accessories) must be complete and the packaging intact/in a good condition.
- The IMEI number on the box must match the IMEI number on the device.
- The physical condition of device applies – as outlined above.

iPhone devices

- Should your iPhone device become faulty within 1 (one) year from purchase (effective from the purchase date on the official invoice), it will be replaced with a unit in non-commercial packaging by a Vodacom Repairs outlet, free of charge, within 7 calendar days of receipt of the device by the outlet. (Timeframe may be influenced by location, courier delays and/or public holidays.)



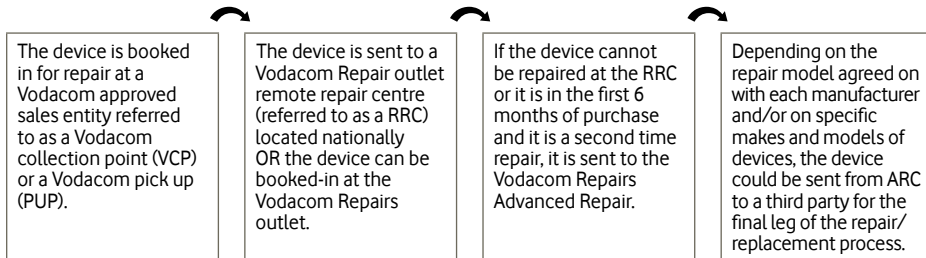
- Replacement units will carry a 3 (three) month warranty if they are replaced in month 10, 11 or 12 of year 1 (one) from the original purchase date.
- The physical condition of device applies – as outlined above.
- Please note that should you need to exchange your faulty iPhone device you must retain the original box and accessories as ONLY the unit will be replaced.
- Please refer to the information leaflet contained in the iPhone device box for additional important information regarding your iPhone unit. Kindly access www.apple.com for comprehensive information regarding the features and specifications of your iPhone device.

Laptops & desktops

- The Computer (laptop or desktop) is supplied with a pre-loaded Windows Operating System, but without any additional software. Please be advised that the Computer is not pre-loaded with anti-virus software and that it is your responsibility to ensure your computer is protected at all times.
- The Computer (laptop or desktop) is not covered by the Vodacom Device Warranty Agreement. The warranty is provided by the manufacturer thereof. Kindly refer to manufacturer information booklets that accompany the product.

Where to book-in a device for technical assessment and/or repair

- Vodacom's distribution provides consumers with various options relating to where they can book a device in for technical assessment and/or repair. Go to your closest Vodacom Repair or Vodacom Shop for more details.



Repair and exchange service models

What is deemed as a repair?

- A repair process is when a physical repair is undertaken on a device where spare parts are replaced in order to rectify the fault reported whether it be a Level 1, Level 2 or Level 3 repair.
- When a software upgrade is performed this is loaded on the device as per the latest version made available by the relevant manufacturers and/or as approved for the Vodacom network. If you have a device that is under warranty, it will be upgraded to the latest software version at no cost, only once. Should you have further requests to have the same software version uploaded on the device these software upgrades will be subject to costs being applied.

What is a swap/exchange/replacement device in the service process?

- A swap process is where there is no repair capability and as such, no repair can be undertaken on a device. The device is then replaced and referred to as a 'swap/exchange process'. The replacement device is supplied by the manufacturer.
- The replacement issued by the manufacturer is not a commercial sales pack but service stock which may be refurbished/reconditioned devices. In some instances only the main board is swapped and as such, in some instances the consumer will receive their original covers back.
- Although every effort is made to replace with the same make, model and colour, it may not always be possible and alternative options available at the time will be discussed with you prior to completion of the service process.
- Modems fall in line with an exchange repair process for in-warranty modems deemed to be faulty and will be exchanged at zero cost if all of the warranty criteria is met.
- Out of warranty modems are not exchangeable without costs being applied and it is advisable that you visit your closest Vodacom Shop for a low cost new modem which will carry a new warranty period as of the purchase date.

How the technical outcome above impacts the warranty period

- If a repair is undertaken on the device, the warranty period continues normally from where it is in the implied warranty period.
- If an exchange and/or replacement (not a sealed commercial pack) is issued as means of the approved repair activity, the warranty period continues normally from where it is in the implied warranty period.
- If a final repair or exchange is undertaken and it is not successful, the next repair process may be the issuing of a new sealed commercial unit. In these instances, the warranty period continues normally from where it is in the implied warranty period.
- There are instances where a new sealed commercial unit is issued where such decisions are taken independently of the repair process and in these instances, a new, full warranty period applies on the new device (as per the manufacturer implied warranty period offered). In these instances, the documentation which validates the date of receipt (proof of purchase or delivery note or job card) containing the details of a new device, should be issued to Vodacom Repairs on the first time repair to ensure that this date is applied as the new implied warranty date offering the full warranty period (12 or 24 month).

Consumer expected outcomes

- A differentiation in the repair process is made between month 1 – 6 and month 7 – 12/7 – 24 as indicated on the next page. Despite the applicable month, our consumer experience remains the primary focus. Even after month 6, Vodacom Repairs will endeavour to provide a working device and/or alternative solutions as soon as possible.
- An authorised repair entity will determine a repair outcome and communicate this finding in the form of an 'out-fault' as assessed by the authorised technician. It is possible that a fault communicated by you cannot be replicated/determined or lacks some detail and is therefore officially closed as a 'no fault found' (NFF) or a 'return not repaired' (RNR).
- A device deemed to be NFF, RNR or 'what is not deemed a repair', as stated above, will result in the device not forming part of the process (even if the device is in the first 6 months of purchase).
- If the warranty is void, the processes do not apply and Vodacom Repairs will attempt chargeable out of warranty repairs to assist you.

Turnaround time (TAT) offering

Refer to the sections above 'where to book-in a device for technical assessment and/or repair' and 'repair and exchange service models' to understand this section.

What is TAT?

- TAT refers to the duration it would take for a device booked in for repair to complete the repair process, subject to the solution requirements as provided by the manufacturer directly or * as stated. TAT is measured from when you book in the device and receive a job receipt to the point where you receive notification that the device is ready for collection. It should be noted that Vodacom Repairs, within its control, endeavours to meet the fastest possible TAT for all consumers. Kindly note that a TAT is a forecasted timeframe which cannot always be guaranteed due to the reliance on *transport services, *spares, *general stock availability, other *third parties and in some instances the *location and/or route the device has to travel.

What is the TAT for the different repair levels and types?

- Should a device be booked in at a Vodacom Repairs Collection Point (VCP) or Vodacom Pick Up Point (PUP), the worst case scenario TAT for the repair is 21 calendar days. The device is transported to the nearest Vodacom Repair outlet (RRC) for fault diagnosis and then follows the process (depending on the nature of the fault and the manufacturer model).
- Should a repair be booked in and repaired at a Vodacom Repairs outlet (RRC) the TAT for the repair is 5 calendar days for level 1 and 2 repairs. If the Vodacom Repairs outlet (RRC) is unable to perform repairs at these levels, the device will be sent to the Vodacom Repairs Advanced Centre (ARC) where a Level 3 or Manufacturer repair will be completed.
- The TAT on a device which has been sent to the Vodacom Repairs Advanced Centre (ARC) will be 16 calendar days. Therefore a worst case scenario for in-warranty repairs is 21 calendar days in total, if no uncontrollable issues are experienced in the process.
- Out of warranty (OOW) repairs can be completed in the 21 calendar day period but due to the 10 calendar day quotation/estimate acceptance/rejection timeframe offered to the consumer, TAT will be impacted proportionally.

Repair Scenarios (In Warranty – Month 1 – 6)

The below process only applies to devices sold from the 1st April 2011, for warranty repairs, in month 1 – 6 from purchase date, that meet the definition of repair.

Possible Repair Activities	Vodacom Repair remote repair centres (RRC)	Vodacom Repair – advanced repair centres (ARC)		
		Repair	Exchange	Commercial Pack
Scenario 1	L1 – L2 (As authorised)	L1 – Higher (As authorised)		
Number of Repair attempts	1	2	3	4

RRC attempts the repair and the device is returned within the 3 month repair warranty period – it will go directly to the ARC and follow the process. If it comes back within the 3 month repair warranty period, an exchange (replacement unit – not new) will be issued. If it returns again within a 3 month warranty period, a full commercial pack to the same value (as per Vodacom's official price list per the original price paid by the customer) will be issued.

Scenario 2	L1 – L2 (Authorised)	L1 – Higher (Authorised)	Exchange	Commercial Pack
Number of Repair attempts	0	1	2	3

As above but with one less activity (RRC not authorised on first attempt).

Scenario 3	L1 – L2 (Authorised)	L1 – Higher (Authorised)	Exchange	Commercial Pack
Number of Repair attempts	0	0	1/2	3

In this scenario, the same as the above applies BUT the approved manufacturer model is already an exchange/replacement model and therefore repair attempts are not applicable and 2 exchanges will be offered prior to a full commercial pack to the same value (as per Vodacom's official price list per the original price paid by the customer) will be issued.

Repair Scenarios (In Warranty – Month 7 – 12 or 7 – 24)

The below process applies to devices that are in warranty (for different reported faults), in month 7 – 12 or 24 from purchase date, that meet the definition of repair.

Possible Repair Activities	Vodacom Repair remote repair centres (RRC)	Vodacom Repair – advanced repair centres (ARC)		
		Repair	Exchange	Commercial Pack
Scenario 1	L1 – L2 (As authorised)	L1 – Higher (As authorised)		
Number of Repair attempts	1/2/3	4/5	6/7	8

RRC attempts the repair and the device is returned within the 3 month repair warranty period – more attempts 2 and 3 may be carried out before it goes to the ARC and follows the process. If it comes back within the 3 month repair warranty period, attempts 4 and 5 will be made after which an exchange (replacement unit – not new) will be issued. If it returns again within a 3 month warranty period, a full commercial pack to the same value – (as per Vodacom's official price list at the time the decision is taken to issue the commercial pack) will be issued.

Scenario 2	L1 – L2 (Authorised)	L1 – Higher (Authorised)	Exchange	Commercial Pack
Number of Repair attempts	0	1/2/3	4/5	6

As above but with one less activity (RRC not authorised on first attempt).

Scenario 3	L1 – L2 (Authorised)	L1 – Higher (Authorised)	Exchange	Commercial Pack
Number of Repair attempts	0	0	1/2/3	4

In this scenario, the same as the above applies BUT the approved manufacturer model is already an exchange/replacement model and therefore repair attempts are not applicable and 3 exchanges will be offered prior to a full commercial pack to the same value – (as per Vodacom's official price list at the time the decision is taken to issue the commercial pack) will be issued.

Terms and conditions

Loan devices

While your device is in for repairs, Vodacom Repairs can offer you a loan device

- Loan devices are subject to stock availability within the store you have opted to book your device into.
- Loan devices are basic models which provide for voice continuity only and may not be of equal capability and functionality to that of your device.
- The loan device and its accessories remain the property of Vodacom and is given to you to use while your device is being repaired, the issuing outlet reserves the right therefore to request a refundable deposit which may not exceed the value of the device as determined in accordance with Vodacom's official price list.
- It remains the consumer's responsibility to return the loan device and its accessories in proper working condition.
- In the event of damage to the loan device and/or its accessories, you will be liable for the replacement cost of the loan device and/or its accessories or the deposit paid will not be reimbursed.
- In the event of loss or theft of the loan device and/or its accessories you will be liable for the replacement cost of the loan device and/or its accessories or you may replace the lost/stolen device and/or its accessories with new ones of the same or similar make and model, or the same replacement value.
- Any device replaced by you, the consumer, must be able to operate on the Vodacom network.
- Your repaired phone will not be returned until the loan device and its accessories have been returned, repaired or replaced.

Data support

Each Vodacom data consultant and/or Vodacom Repair technician will make every effort to secure your data, but it may not always be possible. As the consumer, you need to take note of the following important data related information:

- We urge you to take responsibility for your own content of high business importance or of a personal nature. Although every effort will be made to guard against loss of data, given the nature of often unknown, conflicting or corrupt software applications on devices, saving the data cannot be guaranteed.
- Data stored on your device may be backed up, in accordance with the permission issued by you and further more within Vodacom's IT security policies and procedures that may prevent foreign/unknown back up devices being used in this process. This includes USB memory sticks or mass storage devices that can result in potential virus contamination.
- Although all modems support software/firmware upgrades, the upload may fail and corrupt the device. Although every effort will be made to guard against loss of data and/or other failures, given the nature of often unknown, conflicting or corrupt software applications on devices the possible loss of data cannot be guaranteed.
- In the event that you use contaminated auxiliary devices, you are at risk of infecting your computer. Vodacom will not replace your computer (laptop or desktop) or refund costs suffered by you.
- Consumers that load their own data onto a device must take responsibility for such data. Whilst Vodacom Repairs goes about providing a working unit, often consumers re-load old corrupted data back onto the device and such corrupted data creates a similar fault as before the corrective technical action.
- Should software complications (including the Operating System) be confirmed during the assessment, the data consultant will recommend the best course of action to be taken.
- Newly purchased computers (laptop or desktop) are supplied with a pre-loaded Windows Operating System, but without any additional software. Please be advised that the Computer is not pre-loaded with anti-virus software and that it is your responsibility to ensure your computer is protected at all times.
- The Computer (laptop or desktop) is not covered by the Vodacom Device Warranty Agreement. The warranty is provided by the manufacturer thereof. Kindly refer to manufacturer information booklets that accompany the product.

Repairs

Applicable to all repairs

- In order to protect your property, repairs will only be returned to you upon presentation of your signed job receipt.
- Accessories (battery, charger, micro SD card, etc) must not be booked-in with the device unless it is required during the repair process. Vodacom Repairs will not be held responsible for any loss of SIM card, battery, charger or any other accessory booked-in unnecessarily. Please retain your SIM card and do not book this in with the device at anytime.
- The company shall be deemed authorised to replace parts and materials as necessary to complete the repair.
- Due to the fact that Vodacom Repairs has incurred an expense to repair a device, any device not collected within 90 days of 1st collection notification, becomes the property of the Vodacom Repairs outlet that incurred the cost to repair. Such a device being owned by Vodacom Repairs may be sold after this 90 day period to defray costs.

- All repairs undertaken, except for those in respect of corrosion and/or liquid damage, are guaranteed against faulty workmanship for a maximum period of 3 (three) months from the date that the consumer received notification to collect a device and not from the point of actual collection by the consumer.
- We urge you to secure your data by backing the data up frequently (contact numbers, photos, information of high importance and/or personal, sentimental value). Vodacom recommends that such a back up take place prior to booking your device in at Vodacom Repairs or receiving any data support service.
- We urge you to take responsibility for your own content of high business importance or of a personal nature. Although every effort will be made to guard against loss of data, given the nature of often unknown, conflicting or corrupt software applications on devices, the possible loss of data cannot be guaranteed.
- Vodacom Repairs can provide a back up service if the outlet is comfortable on an individual basis to agree to such and these services may be chargeable.
- Vodacom Repairs shall under no circumstances whatsoever be held responsible for any damage, loss and/or expense arising out of or connected with the manufacturer product liability, faulty design and/or latent faulty workmanship or materials in the products and/or spare parts and for any consequential and/or unforeseen losses of whatsoever nature and howsoever arising.

Warranty repairs

- All warranty repairs undertaken by Vodacom Repairs are covered under manufacturer warranty and as such no costs will be incurred by you for any in warranty repairs completed.

Out of warranty repairs

- The nature of technical devices (cellphones, etc) is such that fault replication is required to ensure that the correct fault is remedied. Therefore out of warranty repairs may incur a 'labour cost' for technical fault diagnosis (labour fee: level 0.1 or level 0.2) to a maximum value of R55 excluding VAT, in order to provide the consumer with an accurate estimate.
- All out of warranty repairs will be subject to a written quotation. You will receive a quotation/estimate within a period of 2 (two) to 5 (five) calendar days for the repair to continue out of warranty (dependent on where the device was booked in). You will have 10 (ten) calendar days to accept the quotation/estimate prior to any repairs being completed. If after this acceptance, additional faults are found that impact the original quotation/estimate, you will be contacted again to give a personal approval to proceed. Any time delays in receiving this approval from you will impact the overall TAT.
- Out of warranty repairs are considered COD (cash on delivery) and devices will therefore not be released until payment has been received. In some instances, a receipt of payment of the total repair cost quoted and accepted may be payable prior to completion of the repair.
- A liquid damaged device is no longer subject to the manufacturer's warranty and therefore the repair is considered 'out of warranty'. You will be presented with a repair quotation for which you will be liable should you accept the repair costs.
- A liquid repair attempt is not an industry standard but is offered as an additional service to consumers to try and assist with the repair of an otherwise un-usable device. This repair is therefore not guaranteed, the spares used are either original and genuine spare parts and/or other spare parts (generic parts) of a substantially similar quality and nature which are fit for purpose. No grey or counterfeit spare parts are used.
- After attempting to repair your liquid damaged device it may not perform in the same manner as before and it may not be returned in the same condition as before.
- Despite Vodacom Repairs issuing you with a quotation, the liquid damaged device may be beyond economical repair (BER).
- Should Vodacom Repairs be unable to repair your liquid damaged device, Vodacom Repairs will not be responsible for replacing the device or for any loss, damage or cost suffered by you.
- Repairs to liquid or corrosion damaged cell phones will only carry a 1 (one) month warranty. However if the phone is returned within the one month warranty period and deemed not repairable by the technician, 50% of the original repair cost will be refunded.

More information pertaining to liquid damage

- Liquid damaged device/s shall mean products which are found to have any form of corrosion which may have been caused by liquid making contact with the PC board of the product/device. A device is declared as liquid damaged when traces of liquid residue or corrosion have been found on the board or on the device itself. A device may function for a couple of months after the liquid damage is caused, due to corrosion setting in over time, depending on the damage. The liquid seen can be minimal but the damages occur within the layered board or under a component of the device. The symptoms of the damage can also change as the liquid spreads through the board.
- Liquid damage can be caused by: Actual water (dropping in water, holding the device against damp hair or skin), condensation, hand cream, perfume, excessive temperature changes, steam (kitchen, bathroom), perspiration (after exercise, warm day), mist cooling systems at restaurants, and many more.





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