



**vodacom**

### Customer corporate client e-mail authorization addendum form

Customer details

Title:    Initial:    First Name:

Surname:           ID Number:

Contact Person:           Contact number:

Alternative number:           Fax number:

Section A. Company Profile Customer Confirmation

The document is applicable for all Corporate Vodacom Business Clients. This enables all clients to send one official letter requesting for various services to be provisioned by Vodacom Business Support only.

Company name:           Company account number:

Section B. Corporate client authorization addendum form Customer Confirmation

I, the undersigned, in my capacity as \_\_\_\_\_ of \_\_\_\_\_ (hereinafter referred to as "the Customer") hereby confirm that the following persons are authorized by the Customer to provide instructions to Vodacom Service Provider Company (Pty) Ltd (hereinafter referred to as "VSP") on behalf of the Customer in respect of the cellular services provided to it by VSP and the account(s) held with VSP, the number(s) of which is/are specified above:

(Hereinafter referred to as "the nominated administrator(s)"). It is acknowledged and agreed that the aforementioned persons shall be entitled to submit instructions to VSP by means of electronic mail. The instructions which the nominated administrators are authorized to provide are set out in Annexure A hereto.

The Customer hereby indemnifies and holds VSP harmless against any loss, damage, cost or expense suffered or sustained by the Customer or any third party as a result of VSP acting on any instruction received via electronic mail which purports to emanate from the nominated administrator(s) notwithstanding that such instruction is not authorized by the Customer and any charges levied by VSP pursuant to VSP acting on such instruction shall nevertheless be payable by the Customer to VSP.

The Customer hereby indemnifies and holds VSP harmless against any loss, damage, cost or expense suffered or sustained by the Customer or any third party as a result of any delay or failure by VSP to carry out the instructions provided by electronic mail by any nominated administrator due to such instructions being furnished outside of VSP's normal business hours or the failure of VSP's electronic mail system or any other cause of whatsoever nature.

The Customer further acknowledges and agrees that it shall bear the onus of providing VSP with not less than 14 (fourteen) day's written notice should the identity and/or details of the nominated administrator(s) change.

Section D. Details of the nominated authorized individual / s Customer Confirmation

Please indicate how you would like us to manage this request

Add to existing list of approvers:  Remove existing approvers and update

Title:    Initial:    First Name:





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Alternative number:           Fax number:

Authorized Individuals E-mail Address: Please supply copy of the nominated signatories' valid Id document

Customer Signature: \_\_\_\_\_

**Section E: Nominated signatory** **Customer Confirmation**

Title:    Initial:    First Name:

Surname:           ID Number:

Contact Person:           Contact number:

Alternative number:           Fax number:

Authorized Individuals E-mail Address: Please supply copy of the nominated signatories' valid Id document

Customer Signature: \_\_\_\_\_

**Section F: Service available** **Customer Confirmation**

Each of above services are governed by the Standard Business Rules and the standard turn around will apply to each service request.

Once the service is active and requests are received the first in, first our principle will h still apply.

Should the addendum be supplied without selecting the required services; the service request will be rejected and our systems will not be updated.

- Activation of a new line on the existing account
- Request to order replacement handset, accessory or SIM card
- Request to activate or delete Value Added Services
- RAFT
- Address detail change
- Cell Number
- Requests to upgrade existing Lines



Increase, decrease, and remove limit locking

Request to cancel existing lines

- Request to activate International Roaming
- Request to migrate lines (Upward, downward & lateral)
- Request to process Sponsored Billing

- Request to activate Data Roaming
- Request to migrate lines (Upwards; downwards & lateral)
- Requests for itemized billing on existing & active lines on the account.

Section G. Customer acknowledgement Customer Confirmation

I confirm that the information provided on this addendum is correct & accurate.

I am also aware that this addendum must be faxed or scanned with a copy of the applicant's valid ID document and authorized company letterhead signed. This must also include a copy of the nominated signatories valid Id.

Applications faxed with incorrect and outstanding documents will cause a delay in processing the application, and I will be required to submit full and complete information.

Please take note:  
This request will be processed within 16 business hours subject to network and or system errors.

Authorized Customer Signature: \_\_\_\_\_ Date Signed: \_\_\_\_\_

How to reach us;

E-mail the signed application to your allocated Support Team

E- mail the signed application to [0821940@vodacom.co.za](mailto:0821940@vodacom.co.za)

Fax number: 0860-082-301

For general enquiries: 082-1940