

Operations Manual

Vodacom process and service delivery document

Quick steps...

Everything you need to know about managing your cellphone administration.

THE BEST ROUTE TO TOTAL COMMUNICATIONS...

This guide is to provide a clear overview of the administrative functions within Vodacom Support Desk. The user guide includes the processes to follow, ensuring the speedy service you deserve – all backed up with excellent service provided by our skilled and committed teams.

- Requirements per process
- How to submit requests
- Deliverables within the processes

ALWAYS IN TOUCH.....

VODACOM CONTACT INFORMATION:

Contact Points

Vodacom manages the client services and the associated service levels.

The Administrators are able to contact the desk in the below manners:

Telephonically	082 1948 and enter appropriate PIN
E-mail	keycorpssupport@vodacom.co.za

The End User can also use the web self-help portal:

Web:

Address	http://www.vodacom.co.za/personal/main/login
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Service request management

As administrators, when needing assistance, your primary point of contact will be the e-mail address: keycorpsupport@vodacom.co.za . You will receive a response confirming receipt of your request with the SR Reference number which is exclusive to the query you have just mailed.

When logging a service request ensures that the subject line indicates the type of service required. For Example: Subject: *New Line*. Request should contain the below, to ensure your request is attended to in time and with minimal interruption.

- Users name
- Users Cell Number
- Service required or fault
- All required documentation

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.

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NEW LINE REQUESTS

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

3 Different new line applications will apply:

1. New Line request (Brand new number)
2. Prepaid to Contract Conversion
3. Mobile Number Portability (PORT)

1. 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 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:

- User Name and Surname
- Type of device
- Type of SIM Card required
- Account number
- Unique C number
- Contract Term
- 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)
- Administrator Name & Surname
- E-mail address
- Contact number

2. 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 as a minimum, when requesting via mail.

Information to be stipulated on the company letterhead:

- User Name and Surname
- Type of device
- Type of SIM Card required
- Account number
- Unique C 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)
- Administrator Name & Surname
- E-mail address
- Contact Number

3. MOBILE NUMBER PORTABILITY (PORT IN)

When a subscriber wants to port from one network to another, refers 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. Any request 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 not port request will need to be resubmitted).

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Information to be stipulated on the company letterhead:

- User Name and Surname
- Cellular number
- SIM Card number
- Signed Port In Form
- Latest invoice from current Service Provider
- ID Copy of User
- Type of device
- Type of SIM Card required
- Account number
- Unique C 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)
- Administrator Name & Surname
- E-mail address
- Contact Number

MIGRATION

When a subscriber migration from one package to another whether an upward or downward while renewing the contract.

There are two types of migrations:

- Upward Migration: Changing the line to a higher package. No migration fee will apply.
- Downward Migration: Changing the line to a lower package. Should the line be within contract term, there will be a migration fee applicable.

If the line has reached its contract term and there is a request to migrate upwards or downwards, there is no migration fee.

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Information to be stipulated on the company letterhead:

- User Name and Surname
- Cell Number
- Employee Number
- Cost Centre Number
- Account number
- Unique C number
- Current Package
- New Package
- Additional: VAS Services, inhibitors, etc.
- Administrator Name & Surname
- E-mail address
- Contact number

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. As from the 21st month of the contract term the upgrade can be done.

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Information to be stipulated on the company letterhead:

- User Name and Surname
- Cell Number
- Employee Number
- Cost Centre Number
- Account number
- Unique C number
- Current Package
- New Package
- Correct full physical delivery address (3 working days inland and 5 working days outland)
- Additional: VAS Services, inhibitors, etc.
- Administrator Name & Surname
- E-mail address
- Contact number

CALL LIMIT

The procedure for activating or deactivating voluntary call limits which assist customers to control their bill. “**BEST EFFORT SERVICE**” - This is not a guaranteed service and to ensure all applicants are aware of the terms and conditions. It is **MANDTORY** that the addendum is completed and signed.

This amount will need to be stated on the limit locking form and the specified amount will exclude VAT and can be calculated after any Value-Added Services activation.

The request for a limit locking form is to confirm that the user and the cellphone administrator acknowledges that although this system is a viable option in terms of managing this service, users’ lines will be locked once the call limit is reached.

Users will be notified via text message once they have reached 50%, 70%, 90% of their limit. Once reached, their cellphones will be locked.

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Information to be stipulated on the company letterhead:

- User Name and Surname
- Cell number
- A copy of the user ID
- Completed Addendum Form
- Administrator E- mail address
- Administrator Contact name
- Administrator Contact number

SIM LOCK

The procedure is 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.

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Information to be stipulated on the company letterhead:

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

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 (R10.00 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.

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Information to be stipulated on the company letterhead:

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

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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.

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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)
- Administrator name and surname
- E-mail address
- Fax number

INVOICE AND STATEMENT

Customer requesting invoice/statement reprint excluding proposed invoices.

- At a fee of R19.80 exclusive of VAT.

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Information to be stipulated on the company letterhead:

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

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PIN AND PUK

Should the 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 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.

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Information to be stipulated on the company letterhead:

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

SPONSORED BILLING

Sponsored billing is a service offered by Vodacom whereby a company may fix monthly cellular expenditure by “sponsoring” portions of their employee’s monthly cellular bill. Should an employee exceed this nominated and sponsored monthly amount, the employee’s bank account will be debited with the excess expenditure.

Sponsored Billing is a hassle-free service that is designed to limit your corporate expenditure on cellphone bills by:

- Controlling costs
- Reducing administration
- Reducing risk
- Fixing company cellphone expenditure

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Information to be stipulated on the company letterhead:

- Sponsored Billing Form
- Copy of ID
- Proof of banking details
- Company Letterhead in the absence of Email authorisation.
- Administrator E- mail address
- Administrator Contact name
- Administrator Contact number

Process for opening a Sponsored Account:

1. Create the K/KI account.
2. Transfer the line onto the K/KI account.
3. Link the sponsored account to the main account, selecting the sponsored value as per client request.

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Managing usage

SPONSORED BILLING:

controlled cost...
unrestricted
communication

How it works:

Each employee is allocated a predetermined monthly subsidy. This subsidy varies per individual user as is based on your company cellphone policy. Sponsored billing is available in two options:

Full Sponsorship – The company fixes a monthly amount irrespective of whether the individual uses it all. Any exceeding amount is debited to the employee's bank account.

The amount is equal to the monthly subscription tariff

Partial Sponsorship – The company sponsors the individual only up to a predetermined limit. If the monthly bill is less than the set limit, the company will only sponsor the lesser amount. Any exceeding amount will be debited to the employee's bank account. The amount is equal to the monthly subscription tariff

In both instances, the company can choose to either own the contract (K Account) or request that the employee complete the necessary account forms to own the contract themselves (KI Account).

If you have any queries on Sponsored Billing, simply send an email to sponsored.billing@vodacom.co.za

Benefits of Sponsored Billing

- Easy administration and budgeting, thus reducing reconciliations
- Your business pays the sponsored amount directly to Vodacom. The employee is liable for any excess expenditure
- Access to all billing information (including employee liable Sponsored Billing contracts) via My Vodacom at www.vodacom.co.za

What happens if a 'sponsored' employee leaves your company?

If the employment relationship between your company and a K or KI account holder is terminated, it is your company's responsibility to notify us accordingly. If your company is on a full sponsorship option and if there is credit on the KI account, we will refund this credit balance to the employee.

Any changes to the K account or the new user or account information needs to be accompanied by a new addendum together with a copy of the user's identity document and proof of banking details. Transfer of ownership forms must be completed if the contract needs to be transferred from the company to the individual name.

What are the advantages of Sponsored Billing for your company?

Your company is able to fix your monthly expenditure and control costs. You will only receive one bill from Vodacom and will not be required to reimburse the employees on a regular basis.

What are the advantages of Sponsored Billing for an employee?

Employees are not required to submit their cellphone accounts to their employers on a regular basis. Employees will receive a minimum sponsorship towards an elected monthly subscription, and are able to view their accounts on the Vodacom website on a monthly basis.

That means they may keep records of company dialled calls in order to claim back calls made on behalf of the company in excess of the sponsored amount.

Process Time:

Users are only loaded onto the Sponsored Billing option after the bill run, which takes place on the 3rd of every month.

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 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 user name:
- Cellular number applicable
- Previous User Name
- New User Name

BES AND BIS – ALWAYS INCLUDED WITHIN EVB

BES – BLACKBERRY ENTERPRISE SERVER

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.

This service allows the user access to the company email. In order to have this facility the company should have a BES licence. The user would also be able to access their personal emails on this service

BIS – BLACKBERRY INDIVIDUAL SERVER

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.

The BIS service allows the user access to their personal email only.

BLACKLISTING

This process is to be followed when user's cell phone is lost or stolen

Step 1

Call us, free from your Vodacom Cell phone on 082 1940 or any other phone to speak to a friendly Customer Care Agent.

Step 2

Request that the agent blocks your SIM card to render it unusable.

Step 3

Request that your cell phone be Blacklisted. Complete a blacklisting form which can be obtained from Vodacom. ITC reference number received within 16 hours. Keep this reference number as proof that cell phone has been blacklisted.

Step 4

Request for a SIM Swap – The agent will provide you with the steps to securely get a new SIM card and retain your current cell phone number.

Step 5

Please report the incident to the South African Police Services (SAPS). The SAPS will request the Blacklisting reference number in order to open a case.

Step 6

If your cell phone is insured report the incident to the insurance company. The Blacklisting reference number, as well as the SAPS case number will be requested.

CANCELLATION OF A CONTRACT (VOICE AND DATA)

This process attracts a penalty/cancellation fee and can therefore only be done via the Cell phone administrator

A mandatory 1 month notice period applies to all cancellations

Any cancellation request sent from 1st to 15th of the month will be processed for cancellation at the end of that month. However if a cancellation is requested after 15th the cancellation will take place at the end of the following month.

Should the cancellation be requested before the contract term is complete, then a cancellation quote should be requested. The quote will be a calculation of the total funds outstanding for the remainder of the contract term.

The cancellation quote should be signed by the authorised signatory of the department before requesting the final cancellation of the line. The authorised letter of request should accompany the signed quote.

DATA

Available options are data package, or a data bundle which can be loaded onto an existing talk package.

This will be any form of usage which is not voice related. It would include
(but is not limited to)

Music Files

Email

MMS

Pictures

Content
Services

Internet
Downloads

Internet
Uploads

EVB – ENTERPRISE VOICE BUNDLE

The Enterprise Voice Bundle is an innovative flat rate voice plan that include 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) users/MSISDNs to the account that has been created.
- Ensure that migrated users/MSISDN have been successfully migrated to the EB package.
- Pooled account from which user are allocated voice or data.
- Credits passed into the newly created EB account.

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

The Notify Me services allow the 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.

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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.

Cost per SIM card is R110.00 (incl. VAT) per month, and a once off connection fee R85-00 (Incl. VAT).

When submitting your request, please stipulate the desired use for the second SIM.

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VALUE ADDED SERVICES

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Examples:

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

INTERNATIONAL ROAMING

The world is yours

What is International Roaming?

Our global roaming footprint covers the places you visit... and anyone can use it. Whether you're a Vodacom Contract, Top Up or Prepaid customer, there's 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 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 SMSs while abroad, it's the most cost effective way to stay in touch

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VODAFONE WORLD

1 world, 3 zones, 1 global family. Vodafone World takes the guesswork out of using your cellphone when travelling abroad. It gives you simple flat rates that are organised into three geographical zones – so you don't need to worry about which network you're on.

For Contract, Top Up and Prepaid customers.

What can I do?

Make and receive voice calls, send and receive SMSs and use data.**

Benefits

- Manage costs with predictable and transparent rates
- 10% discount on all calls made when roaming on selected Vodacom or Vodafone partner networks Δ
- Data usage charged at fixed SA Rand rate per megabyte used
- Massive savings on data usage with the Super-Saver Data roaming rate of R17.50 per megabyte of data used**ΔΔ

How do I get it?

Contract customers

Contact your Service Provider. Your Service Provider may require a security deposit prior to activating the International Roaming service

Top Up customers

Vodafone World is already activated on your account as a default and no deposit is required

Prepaid customers

- SMS TRAVELON to 123 (SMS is **free** within South Africa) **or**
- Call Vodacom Customer Care on 082 111, **free** from your Vodacom cellphone within South Africa

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How much does it cost?						
Zone	Neighbouring countries		Sub-Saharan Africa		Rest of the world	
Charge type	Standard	10% discount (calls made only) Δ	Standard	10% discount (calls made only) Δ	Standard	10% discount (calls made only) Δ
Local calls*	R6.00	R5.40	R8.00	R7.20	R8.00	R7.20
Calls to SA or International*	R6.00	R5.40	R10.00		R23.50	R21.15
Receiving calls*	R6.00		R6.00		R6.00	
Sending an SMS	R2.75		R2.75		R2.75	
Receiving an SMS	Free		Free		Free	
Standard Data rates (per mb)**	R51.20		R102.40		R128.00	
Super-Saver Data rates (per mb)** $\Delta\Delta$	R17.50		R17.50		R17.50	

* Voice calls charged per-minute

** 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

$\Delta\Delta$ 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.

VODAFONE PASSPORT

Take your SA call rate with you, wherever you go

For 4U Prepaid only, Top UP 135,315,590 only and Contract customers (Except corporate 50 000 and Direct connect).

What can I do?

Make and receive voice calls, send and receive SMSs and use data.**

Benefits

- Talk longer for less – best suited for customers who intend making and receiving longer calls, and want to easily predict what each call will cost
- Qualify for massive savings on data usage with the Super-Saver Data roaming rate of R17.50 per megabyte of data used ΔΔ

How do I get it?

Once the international roaming service has been activated on your line, simply SMS 'PASSPORT ON' to 123 (**free** SMS within South Africa)

Once the international roaming service has been activated on your line, and if you have already left SA and wish to activate Vodafone Passport, simply SMS 'PASSPORT ON' to +2782123 (R2.75 per SMS)

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How much does it cost?

Local calls*	Once-off connection fee of R17.50 per call + the relevant SA peak, off-net, mobile terminating call rate of your Price Plan
Calls to SA*	Once-off connection fee of R17.50 per call + the relevant SA peak, off-net, mobile terminating call rate of your Price Plan
International calls*	Once-off connection fee of R17.50 per call + the relevant SA peak, off-net, mobile terminating call rate of your Price Plan
Receiving calls	Once-off connection fee of R17.50 per call, no matter how long the call is
Sending an SMS	R2.75 per SMS
Receiving an SMS	Free
	Standard Data rates (per mb)** As per the applicable Vodafone World Zone Rate
Data**	Super-Saver Data rates (per mb)**ΔΔ R17.50 per megabyte of data used

* Voice calls charged on a per-second or per-minute basis depending on your home Price Plan. Vodafone Passport rates are only applicable when roaming on selected Vodacom and Vodafone partner networks

** 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

ΔΔ Super-Saver Data rates are only applicable when roaming on selected Vodacom or Vodafone partner networks

Visit vodacom.co.za for a list of our Vodafone partner networks, and a list of countries where Vodafone Passport is available.

When you access your voicemail, call Vodacom Customer Care or receive a call while travelling internationally, you will be charged a once-off connection fee of R17.50 regardless of the length of your call.

VOICE ROAMING TIPS

- Remember that when retrieving voicemail messages (121) and calling Vodacom's dedicated Customer Contact Centre (111) from your Vodacom cellphone, you will be charged the applicable roaming rate as a call back to South Africa depending on the roaming option you have chosen (either Vodafone World or Vodafone Passport)
- Receiving a call while travelling internationally is not free – you will be charged at the applicable roaming rate depending on the roaming option you have chosen (either Vodafone World or Vodafone Passport)
- Divert incoming calls to voicemail prior to leaving SA to control costs. All incoming calls are diverted to your voicemail service, but you will still be able to make calls. To activate unconditional diverts, do the following:

Dial ****21*08214** and the last nine digits of your cellphone number, followed by the # key. Press the Send/dial button.

Note:

If you are abroad and wish to activate your unconditional diverts, then the number to dial is **21*+278214**.**

As Vodacom customers can have cellphone numbers with prefixes 082, 072, 076, 079 and 071, should your cellphone number have a prefix other than 082, please replace the 082/82 examples above with the appropriate number prefix.

Remember to cancel call diverts on your return by dialling **##002#** from your cellphone when you arrive back in South Africa to enable you to receive calls again when you are home.

SMS ROAMER

The most cost-effective way to stay in touch!

For Contract, Top Up and Prepaid customers.

What can I do?

Send and receive SMSs. All voice and data functionality is disabled while travelling internationally.

Benefits

- Low-cost way to stay in touch
- Single, predictable rate of R2.75 per SMS sent, regardless of your destination
- Receiving an SMS is **free**
- Available in more than 193 countries and 451 networks

How do I get it?

Note:

There's no need to activate International Roaming on your account first, before using this service

Before leaving South Africa, simply SMS 'ROAMON' to 123 (SMS is **free** within South Africa)

If you've already left South Africa and wish to activate SMS Roamer, simply SMS 'ROAMON' to +2782123(R2.75 per SMS)

How much does it cost?

Activate SMS Roamer, free of charge, before leaving South Africa.

Sending an SMS	R2.75 per SMS
Receiving an SMS	Free

Remember SMS Roamer disables your voice and data capabilities and only allows you to send and receive SMSs. It is available to all Vodacom Contract, Top Up and Prepaid Customers.

DATA ROAMING

Connect at a fixed SA Rand rate per megabyte, and benefit from Vodacom's Super-Saver Data roaming rate!

Benefits

- Control your connectivity costs
- Get one predictable data rate per World Zone. You will be charged at a fixed South African Rand rate per megabyte of data used
- Get massive savings with preferential Super-Saver Data roaming rates when roaming on selected Vodacom or Vodafone partner networks ΔΔ

How do I get it?

Data roaming is automatically available to Contract customers who have either the Vodafone World or Vodafone Passport roaming options activated. Data roaming is not available to Top Up and Prepaid customers

How much does it cost?

Zone	Neighbouring Countries	Sub-Saharan Africa	Rest of the world
Standard Data rates (per MB)**	R51.20	R102.40	R128.00
Super-Saver Data rates (per MB)**ΔΔ	R17.50	R17.50	R17.50

All prices incl. VAT. Charged at the applicable Vodafone World Zone rate.

** Data charged in 10kb increments

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 and networks where data roaming is available.

DATA ROAMING TIPS:

Data roaming is much more expensive than using data when back home

- If you are using a smartphone or a tablet (i.e. a Blackberry, iPhone, Android, iPad, etc.) ensure that all data-related activities on your device are disabled to avoid using large volumes of data. Receiving email, browsing the web, using instant messaging services and other apps should only be activated when absolutely necessary to avoid using large volumes of data and accumulating a high bill
- It is also important to note that using your BlackBerry to check your email, browse the web, use Blackberry Messenger (BBM) or other applications is not Free when roaming as it is back home, and will be billed at the applicable Vodafone world rate for data roaming each time. Please familiarize yourself with the data roaming rates as outlined in the table
- Accessing Vodafone Live! is also not free when roaming as it is back home and will also be billed at the applicable Vodafone World rate for data roaming each time
- Set up your email client to download the header of new emails only. Once you receive the headers of new emails, you can then manually select which emails should be downloaded in full to prevent large downloads. Try to avoid downloading emails with large attachments to prevent high bills
- Streaming video (i.e. YouTube, etc), peer-to-peer file sharing or any other type of file download is extremely data-intensive and can result in extremely high bills. Only use data roaming for purposes which are absolutely necessary to avoid a high bill
- If you are using data roaming on your laptop when abroad, disable all automatic download activity which happens in the background, like operating system updates or software/app updates
- Disable your smartphone or tablet from performing automatic app refreshes or
- When you are using data roaming, where possible always roam on a Vodacom or Vodafone partner network to qualify for the Super Saver data rate
- If you do not want to use data roaming at all, turn Data Roaming off on your device: select Settings'>'General'>'Network'>'Data Roaming' or consult your device manual for more information

automatic software updates when abroad
to prevent large data downloads

TRAVEL TIPS

Tips for a fun-filled,
stress-free journey

Before you leave

1. Apply for the International Roaming service to be activated at least 7 days before you leave
2. Clear international call barring on your cellphone by:
 - Dialling #331*1111#, followed by the dial button, or
 - Contacting Vodacom Customer Care on 082 111, **free** from your Vodacom cellphone in South Africa
3. Confirm that Vodacom has a roaming agreement with the country. Visit www.vodacom.co.za for a list of countries and networks
4. Confirm your cellphone's compatibility. Some countries don't allow devices with 3-DES encryption, such as a BlackBerry. Contact the relevant embassy for more information
5. Ensure you have the correct plug adaptor

6. Confirm your mailbox password by contacting Vodacom Customer Service, 082 111/082 1940

Note:

You won't be able to retrieve messages if your voicemail password has not been changed from the default 1111.

7. Take your cellphone/device user manual and your PIN and PUK numbers with you

When you arrive

Once you have switched on your cellphone and coverage is detected, your cellphone should automatically log onto the foreign network. If the automatic network selection on your cellphone is off, you'll be required to select one of the foreign networks displayed manually. Consult your cellphone user manual for assistance. We recommend roaming on a Vodacom or Vodafone Partner Network for the lowest rates.

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to charge your cellphone/device

Making calls

1. Enter the country area code, followed by the last 9 digits of the cellphone number
2. Press the dial button.

Example: +44 2075555555 or +27 821234567 or +27115554561

Sending SMSs

Enter the country area code, followed by the last 9 digits of the cellphone number.

Example: +44 2075555555 or +27 821234567.

Retrieving voicemail

1. Dial +278214, followed by the last 9 digits of your cellphone number
2. Dial 1 as soon as you hear your voicemail message
3. Enter your mailbox password

Example:

If your cellphone number is 0827654321 you would:

1. Dial +2782 14 827654321
2. Dial 1
3. Enter your mailbox password

Note:

- **Retrieving voicemail messages while roaming will be charged as a call back to South Africa each time**
- **Please reset your mailbox password prior to leaving SA in order to retrieve messages**

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Receiving calls

Callers from SA will simply dial your standard number e.g. 0827654321.

Callers outside SA will dial the international prefix +27 and the rest of your cellphone number.
Example: +27827652321.

Note:

While roaming, you'll pay to receive calls, at applicable roaming rates, even if the call originates from inside the country you are visiting. If the caller is in the same country, they'll also be charged at their relevant international call rate. If the caller is from South Africa, they'll only pay the local leg of the call.

Remember:

If you forget to activate your unconditional diverts before leaving SA, simply dial **21*+278214 and the last 9 digits of your cellphone number, followed by #. You'll then not be able to receive calls to save costs, but will still be able to make calls.

Recharging your airtime while travelling internationally

Don't get caught without airtime! Recharge your account with sufficient airtime before departing, or take a few recharge vouchers with you.

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Recharging with an airtime recharge voucher while travelling

Dial *100*01*12-digit recharge voucher PIN number#, from your Vodacom cellphone (USSD transactions charged at R0.20 per 20 seconds).
Example: *100*01*098765098765#

Note:

If you're running out of airtime and airtime recharge vouchers, have a friend or family member in South Africa purchase one and SMS you the voucher PIN number.

Alternatively have a friend or family member in South Africa does an airtime transfer to you.

For more information and roaming tips, visit www.vodacom.co.za , or contact your Service Provider.

When you return

- If you've activated unconditional diverts before leaving, remember to cancel this setting when you return by dialling ##21# and then pressing the dial button. This will allow you to receive calls again in South Africa
- If you've activated SMS Roamer, remember to SMS 'ROAMOFF' to 123, **free** in South Africa. This will allow you to access voice and data functionality again

GENERAL

For more information dial *111# (MyPhone)

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
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

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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

SELF – SERVICE

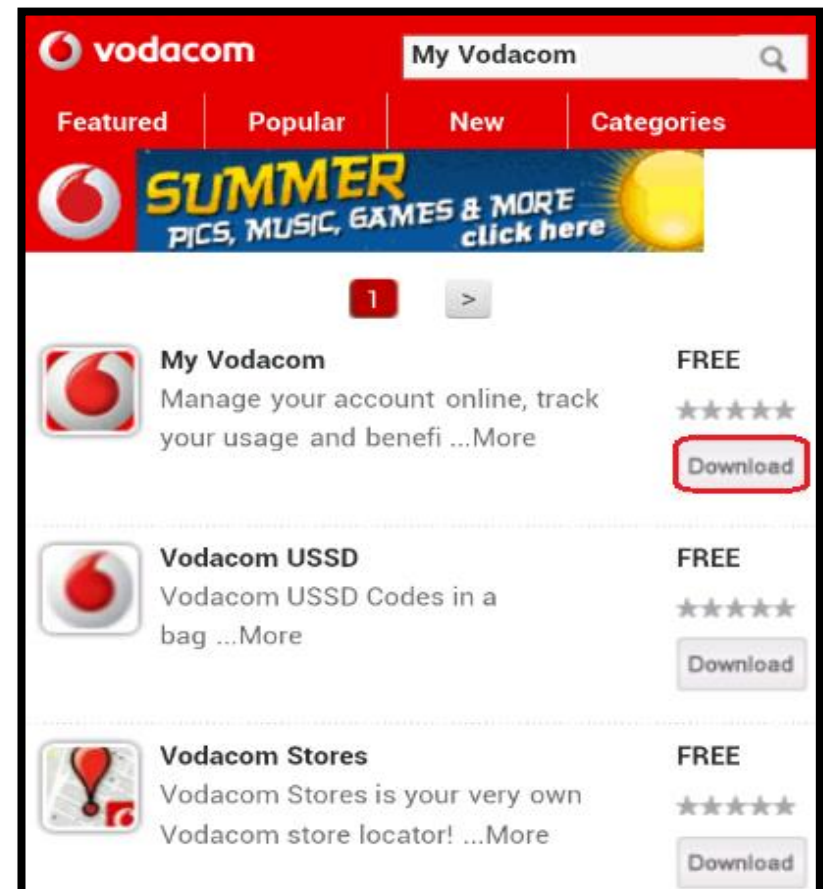
How to get the My Vodacom App from the Vodacom App Store

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...



WHAT CAN YOU 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.
- View data and messaging balances – See how many SMS, MMS and data megabytes you've used and how many are remaining

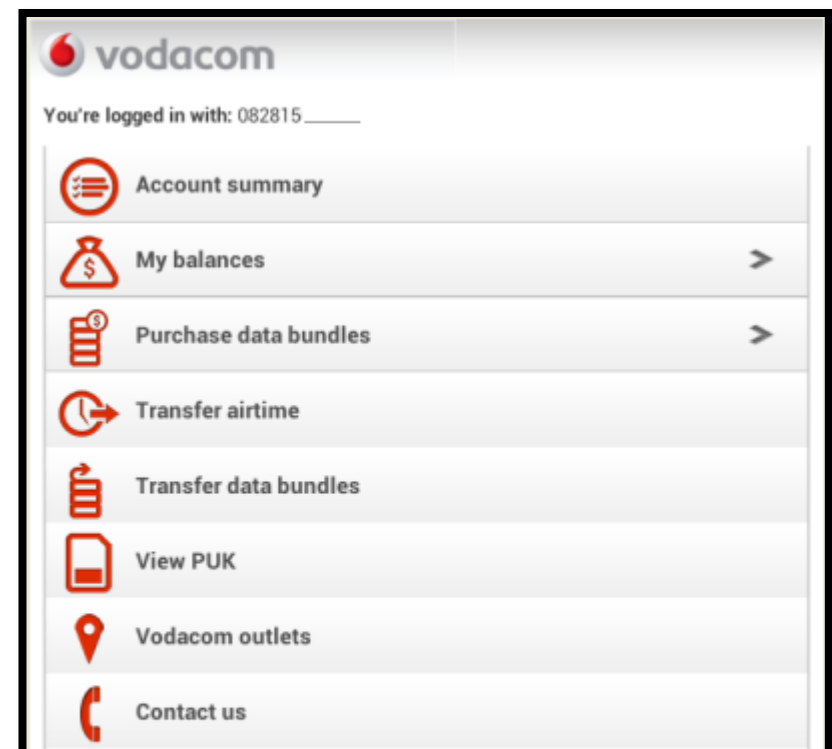
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- Recharge any Vodacom Prepaid number if you have a voucher PIN number.
View your PUK number – Blocked your SIM card? Log on to unblock your PUK number and set a new PIN.
- Find a Vodacom outlet near you – Turn on your location services to view the precise distances, store contact details and pin-points on a map

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 near you



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