



Important Details Booklet

Customer information



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Welcome to the world of Vodacom

A place of endless possibilities

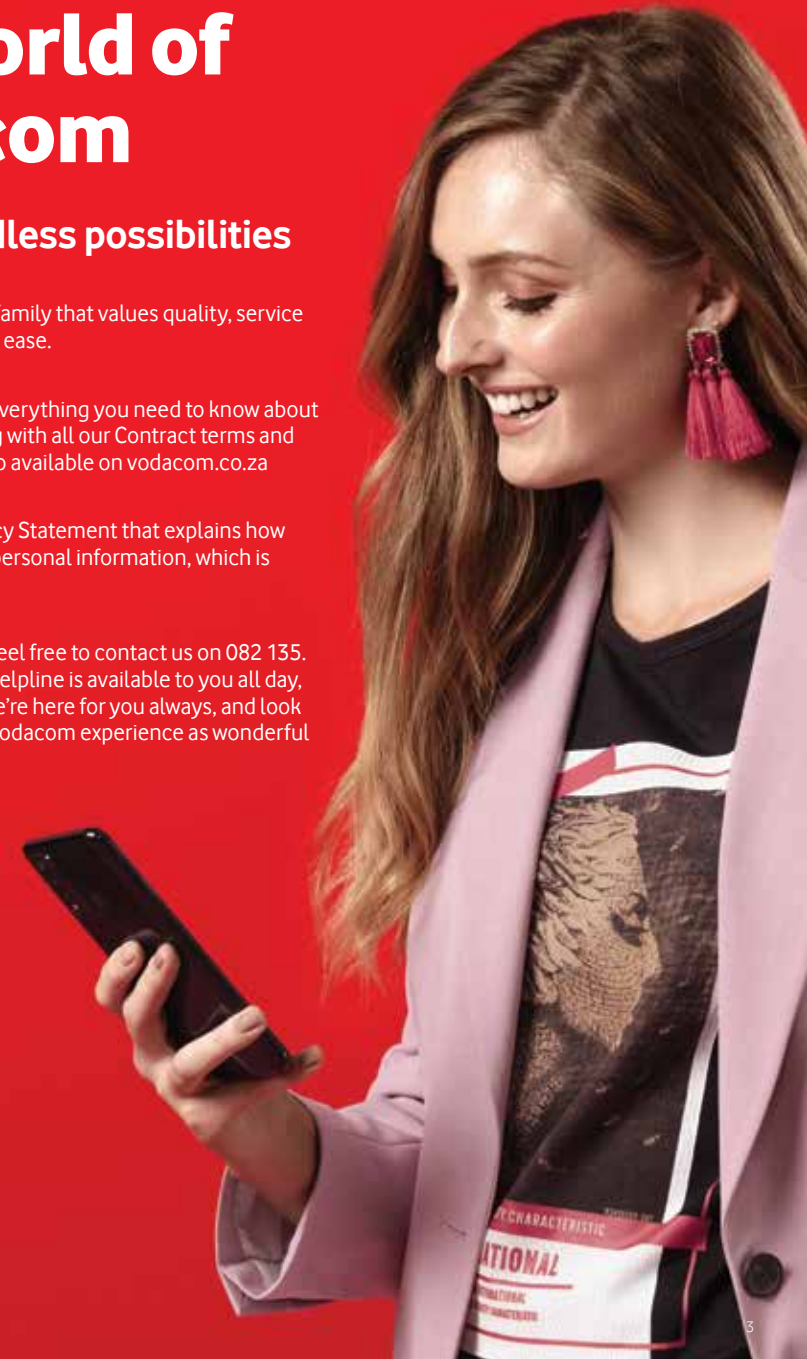
You're officially part of a family that values quality, service and communication with ease.

This booklet brings you everything you need to know about getting connected, along with all our Contract terms and conditions, which are also available on vodacom.co.za

It also includes our Privacy Statement that explains how we collect and use your personal information, which is safeguarded at all times.

For further information, feel free to contact us on 082 135. Our Customer Services Helpline is available to you all day, every day of the week. We're here for you always, and look forward to making your Vodacom experience as wonderful as possible.

The Vodacom Team



Contract

1. Important Notices

This Agreement contains the Terms and Conditions on which Vodacom (Pty) Ltd provides telecommunication services and Apparatus to you, our Customer.

1.1. This Agreement contains Terms and Conditions which appear in a SIMilar text style to this clause in order to draw your attention to such clauses because they:

1.1.1. may limit the risk or liability of the Vodacom Group or a third party; and/or

1.1.2. may create risk or liability for you; and/or

1.1.3. may compel you to indemnify the Vodacom Group or a third party; and/or

1.1.4. serves as an acknowledgement, by you, of a fact.

1.2. This Agreement replaces all prior Terms and Conditions previously agreed between you and Vodacom that relate to the same subject matter as this Agreement.

1.3. Offers are valid while stocks last. Vodacom reserves the right to alter or withdraw the deals advertised without notice. Handset options are dependent on the deals selected. For more details, ask in store or visit vodacom.co.za. E&OE (Errors and Omissions excluded). All prices shown include VAT.

2. Definitions

2.1. In this Agreement certain words and phrases appearing in Title Case are given particular meanings. These words and phrases and the meanings they are intended to have, are recorded below –

2.1.1. "Activation Date" shall mean the date of the activation of the SIM card on the Network;

2.1.2. "Agreement" shall mean these Terms and Conditions together with all schedules, and documents attached to these Terms and Conditions, as well as all amendments that may be made to these Terms and Conditions from time to time in terms of clause 2.2 below;

2.1.3. "Apparatus" means any mobile, transportable or portable cellular mobile terminal, handset, laptop, computer, modem or other apparatus which is approved by the Regulatory Authority and which is capable of connection by radio interface to the Network;

2.1.4. "Call Charge" shall mean the amount of money charged to you for a specified amount of call time or use of Vodacom's Data services (such as Internet browsing or content downloads), as the case may be, as set out in the Tariff from time to time;

2.1.5. "Cellphone Number" shall mean the number allocated to you for the purposes of making use of the Services, also known as the Mobile Station Integrated Services Digital Network Number;

2.1.6. "Customer" or "you" shall mean the natural person entering into this Agreement with Vodacom;

2.1.7. "Financial Services" shall mean long and short-term insurance services and/or products provided by Vodacom Life Assurance Company (RF) Limited and Vodacom Insurance Company (RF) Limited, which are wholly owned subsidiaries of Vodacom (Pty) Ltd and such services and products are governed by the Insurance Terms and Conditions contained in this document;

2.1.8. "Inclusive Benefits" means any voice minutes/SMSs/MMSs/Data that is included as part of this Agreement and for which no extra charges are owed by you. These benefits are only for local use on local South African networks. TopUp plans may include Airtime monthly and is subject to its own rules;

2.1.9. "Initial Period" shall mean a period of 24 (twenty four) months or such longer period as expressly agreed to by you;

2.1.10. "Network" shall mean the public mobile telecommunications system operated and made available by Vodacom (Pty) Ltd or any other member of the Vodacom Group;

2.1.11. "Prepaid Account" shall mean an account held within the Vodacom Group on your behalf which, when cREdited with a pREdetermined value of Airtime purchased by you, enables you to use the Services until such Airtime is

depleted and is subject to the rules and the rates of the associated Prepaid Tariff Plan;

2.1.12. "Regulatory Authority" shall mean the Independent Communication Authority of South Africa (ICASA) or any SIMilar authority that is established in the future to perform or take over the functions of ICASA;

2.1.13. "Renewal Period" means a period of 24 (twenty four) months or such longer period as expressly agreed to by you, which period shall commence on or after the expiry of the Initial Period.

2.1.14. "The Services" shall mean:

2.1.14.1. The cellular telecommunications service provided by means of the Network as well as such other additional related services or equipment;

2.1.14.2. Value-Added Services and/or Financial Services (provided by Vodacom's Insurance Companies).

2.1.14.3. "SIM card" shall mean the Subscriber Identity Module Card allocated to you to enable you to gain access to the Network by using the SIM card in the Apparatus;

2.1.15. "Subscription Fee" shall mean the monthly fee payable by you in respect of access to the Network by means of the Cellphone Number, as recorded in the Customer cREdIT application form;

2.1.16. "Tariff Plan" and/or "Tariff" means the various Tariff (cost) plans published by Vodacom setting out:

(a) the charges for Services;

(b) any Inclusive Benefits; and/or

(c) any other service, whether you are charged for those other services or whether those services are provided as part of the Subscription Fee incorporated into the Tariff Plan.

(The Tariff Plans are available on Vodacom's website at vodacom.co.za) or at any of Vodacom's stores).

2.1.17. "upgrade" shall mean the transaction, which will take place during, on or after the expiry of the Initial Period, in terms of which Vodacom may supply you with a new Apparatus for which partial or

complete payment may be requiRED and the SIMultaneous renewal of this Agreement by you for the Renewal Period;

2.1.18. "Vodacom Group" shall mean any of the Vodacom group of companies including Vodacom, any subsidiaries of Vodacom, any holding company of Vodacom and/or any subsidiaries of such holding company;

2.1.19. "Vodacom" shall mean Vodacom (Pty) Ltd with whom you have enteRED into this Agreement for the provision of the Services;

2.2. When considering this Agreement, please note that –

2.2.1. Words indicating any one gender shall include the others and the singular shall include the plural;

2.2.2. "Days" shall mean calendar days unless qualified by the word "business", in which instance a "business day" shall mean any day other than a Saturday, Sunday or public holiday as gazetted by the government of the Republic of South Africa from time to time; and

2.2.3. unless specifically otherwise provided, any number of days prescribed shall be determined by excluding the first and including the last day or, where the last day falls on a day that is not a business day, the next succeeding business day.

2.2.4. The use of the expression "but not limited to" by Vodacom indicates that the prescribed list is not a closed one and that there may be other matters not listed to which the clause applies.

2.2.5. Value-Added Services are non-core services charged for at the rates as stipulated by the Terms and Conditions of the applicable service, and not necessarily deducted from available bundles/Airtime; or charged at the Tariff Plans applicable rate/s.

3. Provision of the Services

3.1. Subject to the Terms and Conditions set out in this Agreement, Vodacom shall activate the SIM card and maintain the availability of the Services to you throughout the duration of this Agreement.

3.2. The service quality and coverage available to you shall be limited to that provided by the Network in accordance with the requirements of the Electronic Communications Act, 2005 (or as amended) and any Regulatory Authority requirements. The Services may, from time to time, be adversely affected by physical features such as buildings and underpass, as well as atmospheric conditions and other causes of interference.

4. Duration

4.1. This Agreement will start on the Activation Date and, subject to the Terms and Conditions of this Agreement shall continue for the Initial Period. After the Initial Period this Agreement will automatically continue on a month-to-month basis subject to any changes which we have notified you of unless you or Vodacom terminate it on at least 20 (twenty) business days written notice.

4.2. Despite clause 4.1, you may terminate this Agreement during the Initial Period or a Renewal Period by giving Vodacom at least 20 (twenty) business days notice in writing. **If you do choose to terminate this Agreement during the Initial Period or a Renewal Period, you will be subject to payment of a reasonable premature cancellation charge, determined by Vodacom, and you will have to pay all outstanding amounts in respect of the Services and/or Apparatus related to the Services. A reasonable premature cancellation charge for the purposes of this clause shall mean 75% of the balance of your Contract. The balance of your Contract is your monthly subscription amount times by the remaining months of your Contract. Any amounts outstanding to Vodacom will also be added to the cancellation cost.**

5. Charges payable by you and your payment obligations

5.1. The Subscription Fee shall be due and payable to Vodacom by you as indicated on the invoice received from Vodacom but, in any event, by no later than the last business day of each and every subsequent month until expiry of the Initial Period and/or Renewal Period, as the case may be. Despite the previous

sentence of this clause 5.1, Vodacom shall have the right to request you to pay the first month's Subscription Fee in full on the Activation Date.

5.2. In the case of a Tariff Plan other than a uChoose Tariff Plan –

5.2.1. You will pay to Vodacom all charges incurRED in respect of the Cellphone Number(s) within 14 (fourteen) days of date of Vodacom's invoice;

5.2.2. Vodacom may impose monetary limits on the maximum value of the total charges you may incur in relation to the Services provided by Vodacom during any one billing period. Should you exceed such maximum value then Vodacom may suspend the Services to you until the value of such maximum amount as well as any other charges that may be due, have been paid in full;

5.2.3. Vodacom reserves the right to impose a monetary limit on the maximum value of Call Charges incurRED by you during any one billing period in the amount set out in the application and/or order form to which these Terms and Conditions relate; and

5.2.4. **despite Vodacom being entitled to suspend the Services to you until the value of such maximum amount as well as any other charges that may be due, have been paid in full, it shall be under no obligation to do so, and, should the charges billed to your account nonetheless exceed the monetary limits imposed by Vodacom, you shall remain liable to pay Vodacom any and all charges incurRED whether in excess of the said limits or not. You are encouraged to diligently monitor the depletion of any monetary limit set by contacting the Vodacom Call Centre.**

5.3. In the case of a uChoose Tariff Plan:

5.3.1. on the first day of each month for the duration of this Agreement, Vodacom shall –

i) automatically recharge your subscription account with Airtime to the value of the Subscription Fee, provided that such Airtime shall not be available for use by you if you are in arrears with the payment of your Subscription Fees; or

ii) allocate to your account the minutes, Data and/or SMS quantities based on your Tariff Plan.

5.3.2. in addition to the Airtime value allocated to your subscription account pursuant to the provisions of clause 5.3.1 above, you shall also be entitled to recharge your Prepaid Account at any time by utilising any of Vodacom's existing recharge mechanisms on such Terms and Conditions applicable to such recharges, provided that in the event that you are in arrears with the payment of your Subscription Fee(s), then despite having recharged your Prepaid Account, the Airtime allocated to the Prepaid Account pursuant to such recharge shall –

5.3.2.1. not be available for use by you until you have paid all outstanding Subscription Fees;

5.3.2.2. not be cREDited to any outstanding Subscription Fees;

5.3.3. in the event that you pay Vodacom more than what is due in respect of the Subscription Fees, such additional amounts paid shall not be allocated to your Prepaid Account but shall –

5.3.3.1. be cREDited toward the following month's Subscription Fees;

5.3.3.2. and any further remaining amount shall be refunded, free of interest (provided that the overpayment is not due to any fault on the part of Vodacom) to you, if at the end of the term of this Agreement your Subscription Fees are fully paid up and all your obligations hereunder have been fully met.

5.4. Each month for the duration of this Agreement you may be entitled to carry over to the following month any unused portion of the Airtime, minutes, Data and/or SMSs allocated to you as part of your Tariff Plan. The applicable carry-over period shall be specified in your Tariff specific terms and conditions available on vodacom.co.za

5.5. **In addition to the monthly Subscription Fee(s) and Call Charges levied by Vodacom, you will also pay to Vodacom all other charges relating to any other service, incurRED in respect of the Services and/or any Apparatus or other equipment purchased by you from Vodacom**

within 14 (fourteen) days of date of Vodacom's invoice. Vodacom's invoice will itemise the amounts charged to you.

5.6. **Prior to the activation of your Cellphone Number or other services on the Network, Vodacom shall be entitled to require you to pay to it a deposit in an amount which Vodacom in its discretion deems fit.** Such deposit shall be paid by you in cash and shall be retained by Vodacom as security for any other charge that you may become liable to pay to Vodacom and may be appropriated either wholly or in part towards payment of any amount that may be due by you to Vodacom. The deposit or any balance thereof, as the case may be, shall be refunded to you after all your obligations hereunder have been fully discharged.

5.7. A computerised account or a certificate signed by a CREdit Manager of Vodacom, (whose designation need not be proved), setting out the amount due by you to Vodacom shall be taken as proof in the absence of any evidence to the contrary of such amounts as well as the due date thereof and Vodacom shall not be required to provide further proof of the indebtedness unless you can show, on the face of it, that the amount set out in the computerised account or certificate is incorrect.

5.8. **The charges levied by Vodacom may vary from time to time and Vodacom shall provide you with at least 20 (twenty) business days notice of such variations before they take effect. You shall be bound to pay such varied charges with effect from the date of publication thereof by either Vodacom and/or Vodacom Group unless you exercise your right of termination as provided for in this Agreement.**

5.9. The charges levied by Vodacom in respect of any telecommunications services shall not exceed the Tariff published by the Vodacom Group from time to time. The charges levied by Vodacom in respect of any additional services or in respect of any Apparatus or other equipment purchased by you, that are not subject to Vodacom Group's Tariff, shall be in accordance with Vodacom's standard charges as

	published and amended from time to time.		additionally be borne and paid for by you at the prevailing rate from time to time unless otherwise stated.	agreement, Vodacom's standard Contract terms and conditions will apply to such Renewal Period and can be found on vodacom.co.za	Services are excluded from the bundled minutes/seconds and will be charged for separately at the current rate as set out in the Tariff Plan.
5.10.	If so required by Vodacom in its sole discretion you must make payment of all amounts due to Vodacom by means of a direct debit order against your banking account. You shall not be entitled to withdraw or revoke the authority of Vodacom to draw against your banking account for the duration of this Agreement without the written consent of Vodacom.	5.12. Terms and Conditions specific to your Tariff Plan may be published on our website on vodacom.co.za		7. Bundled Usage	7.2 You acknowledge and agree that should the Tariff Plan selected include any bundled Data, then –
5.10.1	The general authority provided by you with respect to debit order payment in clause 5.10 above, includes the specific authority provided by you in this clause 5.10.1. Vodacom may in its sole discretion hand over for collection, to a duly registered collection agent, properly contracted and authorised by Vodacom any amount due and payable by you, which you have failed to make payment on, when payment was due. In the event that Vodacom in its sole discretion decides to terminate the Contract on account of your breach of the terms and conditions, by your failing to make payment when due, additional costs may be charged in respect of the termination, as set out in clause 16, governing the termination of this agreement. Vodacom may in its sole discretion, require that you make payment of all amounts overdue and outstanding, by means of a direct debit order against your banking account as authorised by you in clause 5.10. In the event that the amount owed by you is overdue or outstanding in terms of this agreement, Vodacom may at its sole discretion authorise a collection agent duly appointed by, and acting on behalf of Vodacom to debit your bank account in respect of any overdue or outstanding amounts due by you. In the event that your account is debited by a collection agent duly authorised by Vodacom such debit shall be in the name of Vodacom and with reference to this agreement. A debit against your bank account for an overdue amount shall be made on the debit order date provided by you in terms of this agreement.	6. Migration, conversion and renewal		7.1. You acknowledge and agree that should the Tariff Plan selected incorporate any bundled minutes/seconds, then –	7.2.1. all Data usage will be blocked after depletion of the bundled Data unless you have opted in to current out-of-bundle Data charges;
		6.1. With the prior written permission of Vodacom which can be withheld at any time, for any valid reason, you may be entitled to convert to any other standard Tariff excluding any special discounted Tariffs, offered by Vodacom from time to time provided that –		7.1.1. all calls made after the bundled minutes/seconds have been used up will be charged at the then current out-of-bundle rate as set out in the Tariff Plan;	7.2.2. accumulated and unused Data may be carried over for a period of up to 60 (sixty) days or such shorter period as notified by Vodacom on reasonable notice whereafter it shall be forfeited;
		6.1.1. any charge levied by Vodacom in respect of such migration or conversion has been paid by you; and		7.1.2. if you migrate from such Tariff Plan to any other Tariff Plan incorporating bundled minutes/seconds, then Vodacom will determine the number of bundled minutes/seconds which will be carried over to the new Tariff Plan and you may forfeit all or a portion of the accumulated minutes/seconds; and	7.2.3. if you migrate to any other Tariff Plan, migration rules will apply and you may forfeit all or a portion of the accumulated Data bundle;
		6.1.2. all relevant documents required by Vodacom have been signed by you indicating acceptance of any Terms and Conditions applicable thereto.		7.1.3. upon termination of this Agreement for any reason whatsoever, any accumulated Airtime or unused bundled minutes/seconds existing at the termination of this Agreement shall be forfeited and you shall have no claim of whatsoever nature against Vodacom in respect thereof, it being your responsibility to ensure that any accumulated Airtime or unused bundled minutes/seconds are used up prior to termination should the Customer wish to use such accumulated Airtime or unused bundled minutes/seconds; and	7.2.4. upon termination of this Agreement for any reason whatsoever, any accumulated Data or unused bundled Data shall be forfeited and you shall have no claim of any nature against Vodacom in respect thereof.
		6.2. In the event that you migrate from a Tariff Plan which includes free bundled minutes/seconds to a Tariff Plan which does not include free bundled minutes/seconds, all accumulated free minutes shall be automatically forfeited and you shall have no claim of whatsoever nature against Vodacom in respect thereof, it being your responsibility to ensure that any free bundled minutes/seconds are used up prior to migrating to another Tariff should you wish to use such free services.		7.1.4. Validity periods of accumulated Airtime or unused Voice, SMS and Data bundles shall be made available on www.vodacom.co.za and is subject to change from time to time.	7.3. You acknowledge and agree that should the Tariff Plan selected incorporate any bundled SMSs, then
		6.3. In the event that you migrate from a Tariff Plan which includes free or bundled minutes/seconds to any other Tariff Plan which includes free, bundled minutes/seconds, then you may forfeit all or a portion of the accumulated minutes/seconds.		7.1.5. Any accumulated and unused bundled minutes/seconds will expire in accordance with the period stipulated in the relevant Tariff plan's Terms and Conditions available on vodacom.co.za	7.3.1. all SMSs sent after depletion of the SMS bundle will be charged at the current out-of-bundle rate as set out in the Tariff Plan;
		6.4. In the event that you migrate from a Tariff Plan which includes free, discounted or bundled VAS to any other Tariff Plan which does not include any free, discounted or bundled VAS, then you may forfeit all or a portion of such VAS or lose all such free or discounted VAS benefits and may be required to pay in full for such VAS on the new Tariff Plan.		7.1.6. General Service calls or connections are included in the bundled minutes/seconds, except calls to 110 – Directory Enquiries. Calls to Directory Enquiries will be charged separately at the current rate as set out in the Tariff Plan.	7.3.2. if you migrate to any other Tariff Plan, regardless of whether the new Tariff Plan selected incorporates any bundled SMSs, Vodacom will determine the number of bundled SMSs which will be carried over to the new Tariff Plan and you may forfeit all or a portion of the accumulated SMSs; and
		6.5. In the event that you renew your		7.1.7. Calls or connections to Value-Added	7.3.3. upon termination of this Agreement for any reason whatsoever, any accumulated SMSs or unused bundled SMSs shall be forfeited and you shall have no claim of any nature against Vodacom in respect thereof;
5.11.	All fees, charges and prices set out in this Agreement and/or any price list from time to time are exclusive of Value-Added Tax which shall				7.3.4. accumulated and unused SMSs may be carried over for a period of up to 1 (one) month whereafter they will be forfeited.
					7.3.5. The following SMS categories shall be

- excluded from all SMS bundles and/or the unlimited SMS bundle benefit included on selected Tariff plans:
- International
 - Premium rated
 - Content services
- 8. Value-Added Services**
- 8.1. You acknowledge and agree that –should you subscribe to any additional service(s) provided by Vodacom (Value-Added Service(s)), the provision of such Value-Added Service(s) by Vodacom will be subject to Vodacom's standard Terms and Conditions applicable to those services from time to time with which you undertake to make yourself familiar with; and
- 8.2. **if you subscribe to a Tariff Plan which includes a subscription to any Value-Added Service(s), then such subscription to those Value-Added Service(s) may only be terminated prior to the expiry of the Initial Period or the Renewal Period, as the case may be, by giving Vodacom at least 20 (twenty) business days notice in writing. If you do choose to terminate those Value-Added Services during the Initial Period or a Renewal Period, you will be subject to payment of a reasonable premature cancellation charge, determined by Vodacom.**
- 8.3 Any VAS services provided by a third party will be subject to such third party's Terms and Conditions.
- 9. Risk, Ownership and Purpose**
- 9.1. In the event of Vodacom providing you with Apparatus, then –
- 9.1.1. **From the moment you take possession of the Apparatus, you will be responsible for and liable for all risk in and to the Apparatus which will include but not be limited to loss, damage, accidental damage, liquid damage, theft and unauthorised use of the Apparatus subject to any applicable warranty provided with such Apparatus or imposed by operation of law; and**
- 9.1.2. Vodacom will remain the owner of the Apparatus for the duration of the Initial Period.
- 9.2. Ownership of the SIM card allocated to you shall, at all times, remain vested in Vodacom. All risk in and to the SIM card which will include but not be limited to the loss, damage, accidental damage, liquid damage, theft and unauthorised use etc. of the SIM card shall pass to you upon delivery of the SIM card.
- 9.3. The provisions of clause 9.1 shall also apply, with the necessary changes, to the Renewal Period where you have chosen an upgrade.
- 9.4 The Vodacom SIM may only be used for the purpose intended, use outside of what is considered reasonable for private, non-commercial use and in instances through mechanisms and means not intended for personal use or purpose may be considered as abuse. Vodacom is entitled to protect its network against abuse and to this extent reserves the right to suspend and/or terminate your services in the event of suspected abuse.
- 10. Listing of Apparatus**
- 10.1. Should you fail to meet any payment obligations during the Initial Period or the Renewal Period, as the case may be, then Vodacom shall be entitled to prevent the further use of your Apparatus and you indemnify Vodacom in respect of any claim whatsoever arising from Vodacom exercising its right in terms hereof.
- 10.2. In the event of the theft or loss of Apparatus, you shall be obliged in terms of law to inform Vodacom of such theft or loss in order for Vodacom to list such Apparatus on the blacklists as determined by the prevailing policy of Vodacom from time to time. Vodacom shall effect such listing provided that all required information has been supplied by you.
- 10.3. For the purposes of this clause 10, "blacklist" shall mean the disablement by electronic or other means, of an Apparatus, thereby preventing its further use.
- 10.4. In the event of the theft or loss of an Apparatus, the provisions of clause 17.2 below shall also apply, with the necessary changes.
- 10.5. Vodacom shall be entitled to levy a reasonable charge for the listing referred to in clause 10.2 above and/or the removal of an Apparatus from the blacklist.
- 11. Processing and Disclosure of Information**
- 11.1. You acknowledge and accept that the provision of and use of the services requires Vodacom to process your personal information. You agree to be bound by the Vodacom Privacy Policy or Statement ("Privacy Policy") which is incorporated into these terms and conditions. Our Privacy Policy sets out how amongst other things we and our group companies may collect, use and share your personal information and how we protect your privacy when you use our products and services. You will find the latest Privacy Policy and Cookie Policy on our website at <https://www.vodacom.co.za/vodacom/privacypolicy/terms>. The Privacy Policy is also provided as a separate document with these terms and conditions.
- You consent that Vodacom may, to the extent permitted by law, process, receive or share disclose your personal information including without limitation, documents, detailed call records, cREDit profile information and/or any other cREDit information with; from or to –
- 11.1.1. Companies in the Vodacom Group Limited and Vodafone Group (Vodafone Group Plc and any company or other organisation in which Vodacom Group Limited or Vodafone Group Plc owns more than 15% of the share capital) and any of Vodacom's shareholders, related entities, suppliers, agents or professional advisors for reporting, accounting, product supply and service and/or auditing purposes;
- 11.1.2. Any company within the Vodacom Group Limited, Vodacom (Pty) Ltd and Vodafone for any purpose connected with the Services or the Network or incentive scheme purposes. This includes without limitation Vodacom Financial Services (Pty) Ltd, Vodacom Payment Services (Pty) Ltd, Vodacom Insurance companies;
- 11.1.3. Where applicable and necessary, cREDit reference, fraud prevention or business
- scoring agencies, or other cREDit scoring agencies or any debt collection agencies or debt recovery organisations or any party entitled thereto upon lawful request;
- 11.1.4. Any law enforcement agencies, a court or other competent authority that is authorized by statute to request the information and that requires the information for the prevention or investigation of criminal activities or for the investigation or institution of any criminal or civil proceedings or for any other reason, if we have to, or are authorised to by law;
- 11.1.5. Companies, third party service providers and individuals who are engaged to perform services for, on behalf of Vodacom (Pty) Ltd including vendors, suppliers, agents, trade partners, dealers, franchisees. These services or products may include amongst other things sale and distribution of products and services; creation, development and marketing of products and services; cloud services, roaming services, network management and performance services; marketing or call centre services; conducting surveys; running and managing competitions and for marketing purposes. With regards to marketing such use, processing and sharing will always be subject to your right to restrict receipt of unwanted marketing material or other rights in terms of the Consumer Protection Act, 2008; and the Protection of Personal Information Act, 2013;
- 11.1.6. Emergency services (if you make an emergency call), including your approximate location;
- 11.2. Vodacom may also need to transfer your personal information to other Vodafone or Vodacom group companies or service providers in countries outside South Africa, where systems or services or products in respect of the Services or products provided to you are hosted outside South Africa, in which case we will fully comply with applicable data protection legislation.
- 11.3. Despite any part of this Agreement that may indicate otherwise, Vodacom shall, if permitted by law, be entitled to utilise your detailed call records for any lawful

purpose including but not limited to tracing and/or collection purposes.

11.4 By continuing to use our products and services you confirm that you have read and understood our privacy policy and accept the terms contained in it.

12. Your Acknowledgement

You acknowledge and agree that –

12.1. **The service quality and coverage available to you shall be limited to that provided by the Network in accordance with the requirements of the Electronic Communications Act, 2005 (or as amended) and the Regulatory Authority requirements. The Services may, from time to time, be adversely affected by physical features such as buildings and underpass, as well as atmospheric conditions and other causes of interference; and**

12.2. **to the extent permitted by law, Vodacom shall not be liable for non-availability of the Services.**

13. Liability

13.1. **You indemnify and hold Vodacom and each company within the Vodacom Group harmless against any expense, loss, claim, harm or damage brought against, suffered or sustained by Vodacom or any company within the Vodacom Group, which arises directly or indirectly out of a breach of the terms of this Agreement by you or by your use of the Services and/or the Apparatus, other than in respect of losses caused by the negligence or intentional misconduct of Vodacom or any company within the Vodacom Group or any of their respective employees, directors or agents.**

13.2. **Without affecting the generality of 13.1 above, Vodacom shall not be liable to you for any breach of this Agreement or failure on Vodacom's part to perform any obligations as a result of technical problems relating to the Network, termination of any licence to operate or use the Network, act of God, government control, restrictions or prohibitions or other government act or omission, whether local or national, industrial disputes or any other cause beyond the control of Vodacom.**

14. Your Undertakings

You shall –

14.1. comply with all instructions issued by Vodacom which concern your use of the services, the Apparatus or related matters; and

14.2. not be entitled to commercially exploit the services in any manner whatsoever without Vodacom's prior written consent, including without limitation, the provision of telephony services to third parties; and

14.3. provide Vodacom with all such necessary information as Vodacom may, in its sole discretion, reasonably and lawfully require;

14.4. only use an Apparatus which is approved for use in conjunction with the Network by Vodacom;

14.5. engage with Vodacom, other members of the Vodacom Group and their respective staff and agents in a courteous, cordial and respectful manner at all times.

15. Suspension/Disconnection

15.1. Vodacom may from time to time, by giving you advance notice where reasonably practicable and dependent on the circumstances, suspend the Services or disconnect your Cellphone Number from the Network for a period to be determined by Vodacom, in any one of the following circumstances –

15.1.1. during any technical failure, modification or maintenance of the Network; or

15.1.2. if you fail to comply with any of the Terms and Conditions of this Agreement; or

15.1.3. if so directed by the Regulatory Authority; or

15.1.4. in any other instance specifically provided for in this Agreement, and in such event, the provisions of clause 13 and where applicable, clause 16.6 below shall also apply, with the necessary changes.

15.2. **Having regard to the circumstances at the time of suspension, disconnection or reconnection, as the case may be, Vodacom shall be entitled to levy a reasonable fee in respect of such suspension,**

disconnection and/or any reconnection.

15.3. Where this Agreement is terminated at your instance in accordance with clause 4.1 or 4.2 above, as the case may be, Vodacom shall be entitled to disconnect your Cellphone Number at any time on the relevant date of termination and at which time the provisions of clause 16.6 shall apply, with the necessary changes, and you shall have no claim of whatsoever nature against Vodacom as a result of Vodacom exercising its right under this clause.

16. Termination

16.1. In the event that you do not comply with your obligations under this Agreement and you do not correct your failure to comply after receiving a notice from Vodacom requesting you to comply within 20 (twenty) business days, then Vodacom may immediately terminate this Agreement.

16.2. **If this Agreement is terminated by Vodacom for the reason that you have failed to remedy a material failure to comply with or a breach of the Agreement as contemplated in clause 16.1, you shall pay to Vodacom all outstanding charges for access to the Network and you will be subject to payment of a reasonable premature cancellation charge, determined by Vodacom.**

16.3. **You shall repay to Vodacom on demand all costs which Vodacom incurs as a result of your failure to comply with the Terms and Conditions of this Agreement or any termination hereof, which may include –**

16.3.1. **costs in connection with tracing you and/or the Apparatus;**

16.3.2. **all legal costs on the attorney client scale;**

16.3.3. **collection commission that may legally be recovered from you by Vodacom's attorneys or collection agents on amounts collected;**

16.3.4. **the costs incurred in obtaining possession of the Apparatus as well as the cost relating to the valuation, removal, transport, repair, maintenance and storage thereof; alternatively; and**

16.3.5. the replacement cost of the Apparatus.

16.4. To the extent that it is appropriate, the provisions of clause 16.3.2 above apply reciprocally to you, read with the necessary changes.

16.5. It shall be in the sole discretion of Vodacom as to whether it elects to levy the replacement cost of the Cellular Phone(s) or the charges referred to in clause 16.3.4 above.

16.6. **Any accumulated Airtime or unused bundled minutes/seconds existing at the termination of this Agreement shall be forfeited and you shall have no claim of whatsoever nature against Vodacom in respect thereof.**

17. Loss or Theft of SIM card

17.1. You shall notify Vodacom immediately when you become aware of the loss or theft of your SIM card, which notification may, at Vodacom's discretion, be required to be confirmed in writing. In addition, you undertake to comply in full with the requirements of the Regulation of Interception of Communications and Provision of Communication-Related Information Act No. 70 of 2002.

17.2. **Any loss, theft, damage or destruction of your SIM card or Apparatus shall not affect your liability to continue to pay the Subscription Fee to Vodacom for the duration of this Agreement.**

18. Policies and Procedures of Vodacom

You agree to comply with and implement the policies and procedures of Vodacom from time to time in relation to the Services, your Cellphone Number, the SIM card, the Network and the use thereof.

19. Complaint Resolution and Code of Practice

In the interest of providing Customer service excellence, and the protection of consumer rights, Vodacom conducts its business in accordance with a Code of Practice which incorporates a procedure for Customer complaint resolution. Details of such Code of Practice and procedure may be accessed by you on vodacom.co.za or obtained from Vodacom's Customer Care department. Nothing in this Agreement is intended to

prevent you from exercising any rights you may have under the Consumer Protection Act, 2008.

20. Communication

You hereby consent to the dispatch or transmission by Vodacom of all and any necessary communications in terms of the Electronic Communications and Transactions Act 25 of 2002 or subsequently enacted and relevant legislation. You are entitled to inform Vodacom if you do not wish to receive any communications for purposes of direct marketing and in this instance, Vodacom will desist from circulating any further such material to you.

21. Assignment

You shall not transfer (whether it be by cession, assignment, encumbering or delegating) any of your rights or obligations in terms of this Agreement to any third party without the prior written consent of Vodacom.

22. Variation

Save as otherwise expressly provided, no addition to, variation, consensual cancellation or novation (meaning the act of either replacing an obligation to perform with a new obligation, or replacing a party to an agreement with a new party) of this agreement and no waiver of any right arising from this agreement or its breach or termination shall be of any force or effect unless REDuced to writing and signed by or on behalf of the duly authorised representatives of both parties.

23. Whole Agreement

This Agreement constitutes the whole agreement between the parties and no representations or warranties other than those set out herein shall be binding on the parties, save for any amendment effected in terms of clause 22 above.

24. Address for Delivery of Notices

24.1 You choose as the address at which you wish to receive any correspondence or notices of a legal nature relating to this Agreement and the rendering of the Services the address set out in the application or order form to which these terms

and conditions relate or such other address of which you may notify Vodacom in writing provided such address is not a post office box or other postal address.

24.2 All notices given in terms of this Agreement shall be in writing.

25. Severability

In the event of any one or more of these Terms and Conditions being unenforceable, such Terms and Conditions will be deemed to be removed from the remainder of this Agreement and the Agreement will remain binding and enforceable.

26. Apparatus Warranty and Guarantee

You hereby acknowledge that in the event that you are supplied with Apparatus:

26.1. Such Apparatus is a computer then it is supplied "with a Windows Operating System" but without benefit of any additional software and all applicable warranties shall be honouRED by the manufacturer of the computer.

26.2. The Apparatus is supplied with a 6 (six) month warranty of quality against defects, within the meaning of the Consumer Protection Act, 68 of 2008.

26.3. You shall not be entitled to withhold payment of any monies due under this Agreement for any reason whatsoever, including but not limited to, any dissatisfaction with the Apparatus, its operation or otherwise or any failure of the manufacture to honour any second warranty offerRED or any other reason whatsoever.

26.4. All user support offerRED in relation to a computer or laptop is provided by the manufacturer thereof and to the extent permitted by law Vodacom shall not be liable for any loss, cost, claim or damage of whatsoever nature sufferRED by you in relation thereto including without limitation, any failure of the manufacturer to provide same.

Vodacom Contract Price Plans

Terms and conditions for RED, MyRED, RED+ and Smart+ price plans.

Terms and Conditions

- The following Terms and Conditions relate to the Vodacom contract price plans. These Terms and Conditions must be read in conjunction with the standard Terms and Conditions contained in the Vodacom Contract airtime agreement, and the Terms and Conditions booklet. Where any terms and conditions conflict with each other, these RED, RED+ and Smart+ price plans Terms and Conditions will prevail.
- These Terms and Conditions do not replace any other Terms and Conditions, agreements or contracts that exist between the customer and Vodacom.
- Your subscription to the Service constitutes your acceptance of these Terms and Conditions. Vodacom reserves the right to modify the Service(s), where reasonably requiRED, and may from time to time expand on these Terms and Conditions. You will be bound by all current Terms and Conditions.
- The Voice bundle included on Vodacom Contract price plans will be available for use for calls to any local network, within the borders of South Africa, at any time of the day.
- General Service and VAS calls will have the out-of-bundle call rate applied respective of your price plan. Data and SMS usage over and above the monthly bundled allocation, other bundled allocations, or to Premium-rated services will also have the out-of-bundle rate applied, unless otherwise stipulated. Please see the table on right for billing reference.

Price Plan	*Voice rate PM out-of-bundle, or for General Service & VAS calls	Data rate per MB out-of-bundle	*SMS rate per 160 characters out-of-bundle
Smart Price Plans			
Smart More Data 2GB	R1.79	R0.49	R0.52
Smart More Data 4GB	R1.79	R0.49	R0.52
Smart More Data 6GB	R1.79	R0.49	R0.52
Smart+ Price Plans			
Smart XS+	R1.79	R0.49	R0.52
Smart S+	R1.79	R0.49	R0.52
Smart M+	R1.79	R0.49	R0.52
Smart L+	R1.53	R0.49	R0.52
RED+ Price Plans			
RED Select TopUp+	R1.28	R0.49	N/A
RED Select+	R1.28	R0.49	N/A
RED Classic+	R1.28	R0.49	N/A
RED Premium+	R1.28	R0.49	N/A
RED VIP+	R1.03	R0.49	N/A
RED Price Plans			
RED 500MB 50min	R1.79	R0.29	R0.52
RED 1GB 100min	R1.79	R0.29	R0.52
RED 1GB 200min	R1.79	R0.29	R0.52
RED 1GB 400min	R1.79	R0.29	R0.52
RED 1GB 600min	R1.79	R0.29	R0.52
RED 1GB 800min	R1.79	R0.29	R0.52
RED 2GB 100min	R1.79	R0.29	R0.52
RED 2GB 200min	R1.79	R0.29	R0.52
RED 2GB 400min	R1.79	R0.29	R0.52
RED 2GB 600min	R1.79	R0.29	R0.52
RED 2GB 800min	R1.79	R0.29	R0.52
RED 3GB 100min	R1.79	R0.29	R0.52
RED 3GB 200min	R1.79	R0.29	R0.52
RED 3GB 400min	R1.79	R0.29	R0.52
RED 3GB 600min	R1.79	R0.29	R0.52
RED 3GB 800min	R1.79	R0.29	R0.52
RED 5GB 100min	R1.79	R0.29	R0.52
RED 5GB 200min	R1.79	R0.29	R0.52
RED 5GB 400min	R1.79	R0.29	R0.52
RED 5GB 600min	R1.79	R0.29	R0.52
RED 5GB 800min	R1.79	R0.29	R0.52
RED 10GB 100min	R1.28	R0.29	R0.52

Price Plan	*Voice rate PM out-of-bundle, or for General Service & VAS calls	Data rate per MB out-of-bundle	*SMS rate per 160 characters out-of-bundle
RED 10GB 200min	R1.28	R0.29	R0.52
RED 10GB 400min	R1.28	R0.29	R0.52
RED 10GB 800min	R1.28	R0.29	R0.52
RED VIP 15GB Unlimited	N/A	R0.29	N/A
RED VIP 30GB Unlimited	N/A	R0.29	N/A
RED VIP 100GB Unlimited	N/A	R0.29	N/A

6. Voice, SMS and Data bundles allocated on Smart/Smart+, RED/RED+ and My RED price plans will have a carry over of one (1) calendar month post the allocation month. Voice minutes carried over on migration from another Vodacom bundled price plan will be subject to the same carry-over rule. All unused bundles at the time of expiry will be forfeited.
7. Vodacom reserves the right to charge for VoIP calls on selected price plans and at applicable lodged rates.
8. More Weekend Minutes will be excluded from all new Vodacom contract price plans.
9. If you migrate to or from a Vodacom Contract price plan with a limitless/unlimited voice and/or SMS option, there will be no migratory carry over of any voice bundles/free minutes, and/or SMS bundles to or from this price plan.
10. If a migration is performed from a price plan with bundled Voice, SMS or Data, as part of the price plan offer, to any other price plan, regardless of whether the new price plan selected incorporates any bundled Voice, SMS or Data offerings, you may forfeit all or a portion of the accumulated bundle/s.
11. If you migrate to or from a Vodacom price plan with a limitless/unlimited voice and/or SMS offer, you will not carry over any benefits from the limitless/unlimited price plans to the new price plan.
12. Calls or connections to value-added services are excluded from the inclusive voice bundles, and will be charged for separately at the general service, VAS and out-of-bundle call rate respective of your price plan.
13. The voice bundles allocated on Vodacom Contract price plans will be applicable for use in the following scenarios:

- i. Vodacom to Cell C, MTN, Vodacom and Telkom Mobile (Any Network Any Time) within the borders of South Africa, including VoLTE (Voice over LTE) and VoWi-Fi (Voice over Wi-Fi/Wi-Fi calling) calls made to these mobile networks using compatible devices.
- ii. Vodacom to Telkom Landline, Neotel Landline and all VANS numbers (VANS 087 numbers, geographic and non-geographic numbers, Vodacom Business).
- iii. Voicemail deposits.

Bundled voice, limitless and unlimited voice offers are not applicable to international calls, roaming calls and VoIP data calls made on a compatible device.

14. The following calls are included with the limitless/unlimited voice offer, with the exception that, if the dialed B party number is within the exclusion list below, it will not form part of the limitless/unlimited voice allocation:
 - i. bridge conference calls; and/or
 - ii. directory enquiries/through connect portion.
15. The following categories shall be excluded from all Voice/SMS bundles and shall be charged for at the current prevailing price plan rate, unless otherwise indicated:
 - i. International calls
 - ii. Premium-rated calls
 - iii. Roaming services
 - iv. Premium-rated IVR
 - v. Premium-rated Dicon
 - vi. Special short codes
 - vii. Video IVR
 - viii. International VAS and Premium services
 - ix. Travel Talk
 - x. Conference calls
 - xi. Call sponsor (sponsoRED calls are charged at the sponsoRED party's prevailing price plan rate)

16. Vodacom Contract price plans with the limitless/unlimited voice benefit will be subject to the following acceptable usage policy:

Price Plan	Fair Usage Policy (Min)
RED Premium+	15 000
RED VIP+	9000
RED Professional+	6500
RED Executive	9000
RED Executive+	9000
MyRED 1GB Unlimited	6500
MyRED 2GB Unlimited	6500
MyRED 3GB Unlimited	6500
MyRED 5GB Unlimited	6500
MyRED VIP 10GB Unlimited	6500
RED VIP 15GB Unlimited	6500
MyRED VIP 25GB Unlimited	9000
RED VIP 30GB Unlimited	9000
MyRED VIP 100GB Unlimited	9000

- i. Vodacom Contract price plans with the limitless/unlimited voice benefit will be subject to the following acceptable monthly usage policy: When the threshold of 9000/6500 respectively is reached, outbound voice calls will be barRED until such time that a voice bundle is purchased. Calls to free emergency services and/or charged international or Premium-rated service numbers will continue to be billed at the respective out-of-bundle voice rate. The counter will be reset at the beginning of each calendar month. Vodacom reserves the right to apply and implement protection measures to safeguard customers' experience and the Vodacom network against abuse to ensure continuous service quality or sustainability of the service.
- ii. Intelligent call routing devices and bulk calling applications are not permitted on these price plans. If the SIM card is used in a fixed location or other device to regularly make calls, abusing the limitless Voice offer, the service will be suspended immediately.
- iii. Vodacom reserves the right to suspend the service in the event of suspected abuse where non-compliant devices as specified by the regulating body, ICASA, are being used on the Vodacom network.
- iv. The limitless/unlimited voice offer on

selected Vodacom Contract price plan(s) may not be used for commercial purposes. Any use of this offer outside of what is considerRED reasonable for private, non-commercial use and in instances through mechanisms and means not intended for personal use or the anticipated purpose of the offer, will be considerRED as abuse.

- v. Limitless/unlimited voice minutes may not be used as part of any bulk calling service for commercial or business purposes.
 - vi. Vodacom Contract price plans with a limitless/unlimited voice minutes are not available to WASPs and/or content providers.
17. Customers on RED price plans will get the same Night Owl Data allocation as per the RED price plan data allocation.

Price Plan	Data Allocation	Night Owl Allocation
RED 1GB	1GB	1GB
RED 2GB	2GB	2GB
RED 3GB	3GB	3GB
RED 5GB	5GB	5GB
RED 10GB	10GB	10GB
RED VIP 15GB	15GB	15GB
RED VIP 30GB	30GB	30GB
RED VIP 100GB	100GB	100GB

18. Customers on RED/RED+ and MyRED (excluding RED Select TopUp+) price plans will qualify for two (2) free Data Sharing SIM cards. This includes the monthly subscription fee/s and the once-off activation fee/s.
19. The Data Sharing SIM cards will be activated when requested by the account holder.
20. Standard monthly subscription fee/s and once-off activation fees for a Data Sharing SIM will be charged for the third and fourth SIM/s requested and activated.
21. Customers migrating to a price plan that does not include the free Data Sharing SIM/s will be migrated as normal; however, the Data Sharing SIM cards will then be charged for monthly going forward at the applicable subscription fee for the Data Sharing SIM/s. Data Sharing SIM cards can be activated or cancelled at any time without penalty. See Data Sharing SIM card/s Terms and Conditions on vodacom.co.za for more information.

22. The limitless/unlimited SMS option available on Vodacom Contract price plans will include on-net and off-net national SMS.
23. The following SMS categories shall be excluded from the limitless SMS bundle benefit:
 - i. International
 - ii. Premium-rated
 - iii. Content services
 - iv. VAS services
24. The limitless/unlimited SMS allocation will be available for the duration of the contract and/or while on any of the specific Contract price plans which offer limitless/unlimited SMSs as part of the standard price plan.
25. Vodacom Contract price plans with a limitless/unlimited SMS allocation will be subject to the following acceptable usage policy:

Price Plan	Fair Usage Policy (SMS)
RED Premium+	9000
RED VIP+	9000
RED Professional+	9000
RED Executive	9000
RED Executive+	9000
MyRED 1GB Unlimited	9000
MyRED 2GB Unlimited	9000
MyRED 3GB Unlimited	9000
MyRED 5GB Unlimited	9000
MyRED VIP 10GB Unlimited	9000
RED VIP 15GB Unlimited	9000
MyRED VIP 25GB Unlimited	9000
RED VIP 30GB Unlimited	9000
MyRED VIP 100GB Unlimited	9000

- month. Any extreme usage that may have an impact on the operation of our network may be monitoRED. Vodacom reserves the right to apply and implement protection measures to safeguard customers' experience and the Vodacom network against abuse to ensure continuous service quality or sustainability of the service.
 - ii. SMSs may not be used as part of any bulk SMS sending service for commercial or business purposes.
 - iii. RED/RED+ and MyRED price plans and SMS bundles are not available to WASP and content providers and cannot be used for bulk message sending.
 - iv. If the SIM card is used in a fixed geographic location to regularly send bulk SMSs to multiple numbers, the service will be suspended immediately.
 - v. Vodacom reserves the right to suspend the service in the event of suspected abuse where non-compliant devices as specified by the regulating body, ICASA, are being used on the Vodacom network.
 - vi. The limitless/unlimited SMS offer on RED/RED+ and MyRED price plans may not be used for commercial purposes. Any use of this offer outside of what is considered reasonable for private, non-commercial use and in instances through mechanisms and means not intended for personal use or the anticipated purpose of the offer, will be considered as abuse.
26. Smart+, RED/RED+ and MyRED price plans, signed on a 24 or 36-month contractual basis, will have a term of 24 or 36 months starting from the day of activation.
27. Upgrade or renewal is permissible in month 22 (24-month contract) or month 34 (36-month contract).
28. At the end of the contractual period, if the customer does not renew or cancel the contract, the contract will continue on a month-to-month basis until either of the aforementioned actions takes place.
29. A discount that has been applied on the subscription amount will be forfeited after contractual period and the customer will pay the full subscription amount. This price will be applicable until the contract is terminated

- i. Vodacom Contract price plans will have a Fair Usage Policy implemented on the limitless/unlimited SMS feature of 9000 SMS messages per month. Customers will receive notifications when they have 1000 SMSs remaining, and when all 9000 SMSs have been used, SMS message sending will be barred until such time that an SMS bundle is purchased. The counter will be reset at the beginning of each calendar

or the customer upgrades or migrates to another contract or price plan.

30. A customer can terminate their contract during the initial period or a renewal period by providing at least 20 (twenty) business days' notice to Vodacom. Early contract cancellation will incur monetary penalties calculated using the remaining term of the contract and/or device finance costs. A reasonable premature cancellation charge for the purposes of this clause shall mean 75% of the balance of your contract. The balance of your contract is your monthly subscription amount times by the remaining months of your contract. Any amounts outstanding to Vodacom will also be added to the cancellation cost.
31. Associated bundle allocations (Voice, SMS and Data), as well as the monthly subscription fee, are pro-rated for that month respective of the day of activation.
32. Vodacom reserves the right to amend these Terms and Conditions and, where such change is material, Vodacom shall provide prior written notice of such change or amendment.

RED Flexi Price Plans

Terms And Conditions

1. The following Terms and Conditions relate to the Vodacom RED Flexi Plans. These Terms and Conditions must be read in conjunction with the standard Terms and Conditions contained in the Vodacom Contract airtime agreement and Terms and Conditions Booklet. Where any terms and conditions conflict with each other, these RED Flexi Price Plan terms and conditions will prevail.
2. These Terms and Conditions do not replace any other Terms and Conditions, agreements or contracts that exist between you and Vodacom.
3. Your subscription to the Service constitutes your acceptance of these Terms and Conditions. Vodacom reserves the right to modify the Service(s) where reasonably required and may from time to time expand on these Terms and Conditions and will provide you with reasonable notice thereof. You will be bound by all current Terms and Conditions, so please update yourself with them on a regular basis.



4. Vodacom reserves the right to charge for VoIP data calls (Voice over Internet Protocol) on selected price plans at applicable rates.
5. RED Flexi price plans receive a monthly airtime allocation, in Rands, equivalent to the subscription amount of the price plan hereinafter referred to as subscription airtime. The monthly subscription amount refers to the monthly amount billed to the customer in advance at the beginning of each calendar month. RED Flexi Price Plans may also recharge their accounts with additional airtime hereinafter referred to as recharge airtime. Subscription airtime and recharge airtime will be kept in separate wallets and will be displayed as such when a customer checks their balance on any of the self-service channels available.
6. Customers can only transfer airtime from their recharge airtime wallet, and a maximum of 80% of this balance will be allowed to be transferred as airtime to another Prepaid, RED Flexi, RED Smart or Smart Top Up+ price plan.
7. If you migrate from a Price Plan with Airtime or bundle services (Voice, SMS, and Data) as part of the standard Price Plan, to any other Price Plan, regardless of whether the new Price Plan selected incorporates any bundled offerings, migration rules will apply, and you may forfeit all or a portion of the accumulated airtime or bundled service/s.
 1. Migrations that take place from a RED Flexi price plan to Prepaid price plans will forfeit their monthly subscription airtime but carry over their recharge airtime at the time of migration.
 2. Migrations that take place from a RED Flexi price plan to a RED Smart/Smart Top Up+ price plan will forfeit their monthly subscription airtime but carry over their recharge airtime.
 3. Migrations that take place from a RED Flexi price plan to an open contract or postpaid price plan will forfeit both their monthly subscription airtime, as well as their recharge airtime at the time of migration.
8. Monthly subscription airtime allocation on the RED Flexi packages cannot be used for the purchase of premium rated, content, WASPS, and VAS services.
9. RED Flexi customers have access to certain VAS offers and services which Vodacom reserves the right to discontinue.
10. Monthly subscription airtime allocated as part of the RED Flexi plans will carry over to the following month; recharge airtime does not expire.
11. Monthly subscription airtime allocated as part of RED Flexi price plans can be used for all call

types, data transmission (upload and download) as well as sending of SMS and MMS messages and will be charged for at the applicable rates. Monthly subscription airtime can also be used to purchase Once-Off/30-day bundle(s)/service(s).

12. Monthly recurring bundles added as a VAS to RED Flexi price plans will be added to the monthly bill and not deducted from subscription or recharge airtime.
13. Calls, Data and SMS usage, where no bundled services are available, or to premium rated services, will also have the out-of-bundle rate applied and billed against either the monthly subscription airtime, or recharge airtime where applicable, unless otherwise stipulated. Please see the below table for billing reference.

Price Plan	Subscription & Airtime Allocation
RED Flexi 75	R75
RED Flexi 110	R110
RED Flexi 120 Monthly	R120
RED Flexi 120	R120
RED Flexi 130 Monthly	R130
RED Flexi 140	R140
RED Flexi 170 Monthly	R170
RED Flexi 170	R170
RED Flexi 185 Monthly	R185
RED Flexi 200	R200
RED Flexi 225	R225
RED Flexi 225 Monthly	R225
RED Flexi 245 Monthly	R245
RED Flexi 260	R260
RED Flexi 395	R395
RED Flexi 395 Monthly	R395
RED Flexi 415 Monthly	R415

Price Plan	Subscription & Airtime Allocation
RED Flexi 440	R440
RED Flexi 560 Monthly	R560
RED Flexi 560	R560
RED Flexi 585 Monthly	R585
RED Flexi 600	R600
RED Flexi 845	R845
RED Flexi 865 Monthly	R865
RED Flexi 900	R900

Mobile Broadband Data Price Plans

Terms and Conditions

1. Mobile broadband data contracts are available as either a Contract or Top Up option billable monthly.
2. Mobile broadband data contracts are available as either a new contract or as an upgrade.
3. Mobile broadband contracts will be subject to standard credit vetting rules
4. Mobile broadband data contracts prices are SIM only but deals including modems, routers and tablets will be made available via sales channels and Service Providers.
5. Mobile broadband data contracts are available via all service providers
6. Mobile broadband data contracts may have a term of 12, 24 or 36 month and upgrade or renewal is possible in month 10 (12 month contract), 22 (24 month contract) or month 34 (36 month contract) of the contract term.
7. Mobile broadband data contract pricing includes VAT.
8. Night Owl data is included for the postpaid mobile broadband contracts and is available for use between 00h00 to 05h00.
9. This Agreement will start on the activation date and, subject to the terms and conditions of this Agreement shall continue for the initial period. After the initial period this Agreement will automatically continue on a month-to-month basis subject to any changes which we have notified you of unless you or Vodacom terminate it on

at least 20 (twenty) business days written notice.

10. Despite rule 9, you may terminate this Agreement during the Initial contract period or the Renewal/upgrade period by giving Vodacom at least 20 (twenty) business days' notice in writing. If you do choose to terminate this Agreement during the Initial Period or a Renewal Period, you will be subject to payment of a reasonable premature cancellation charge, determined by Vodacom, and you will have to pay all outstanding amounts in respect of the Services and/or Apparatus related to the Services. A reasonable premature cancellation charge for the purposes of this clause shall mean 75% of the balance of your contract. The balance of your contract is your monthly subscription amount times by the remaining months of your contract. Any amounts outstanding to Vodacom will also be added to the cancellation cost.
11. After the initial contract period, the contract will continue on a month-to-month basis.
12. A discount that has been applied to the subscription amount will be forfeited after the contractual period and the customer will pay the full subscription amount after the contract reaches its expiry date. This price will be applicable until the contract is terminated or the customer upgrades or migrates to another contract or price plan.
13. Customers will be charged for the volume of data sent and received, and not the time spent connected
14. Customers with a mobile broadband data contract will not be able to purchase mobile internet monthly recurring data bundles.
15. Customers with a mobile broadband data contract will only be able to purchase mobile broadband Once-Off data bundles.
16. Mobile broadband Once-Off bundles will be available through the following self-service channels using the number of the price plan as the login or initiator of the service.

Self-Service Channels

MyPhone *135#

Vodacom.co.za & Vodacom.mobi

Vodacom Shops

MyVodacom App

Customer Care 082135

17. Existing Mobile Broadband price plans will have the following rates applicable. SMS messages are charged at R0.80c during peak times R0.35c during off-peak times. MMS messages are charged at R0.80c per 300KB during both peak and off-peak times. Respective SMS & MMS bundled rates apply if applicable.

18. Existing Mobile Broadband data price plans are voice capable, and the following rates apply (incl. VAT).

Call Rates Per Minute for Mobile broadband data contracts

Payment Type	Destination	Peak	Off-Peak	Unitization
Contract	Vodacom	R1.63	R1.63	Per Minute
	Other	R2.03	R2.03	
Top Up	Vodacom	R2.03	R1.08	Per Minute
	Other	R2.69	R1.25	

19. New Mobile Broadband data price plans effective from the 6th August 2021 will have the following rates applicable:

Mobile Broadband Data Price Plans

Class	Price Plan	Local/National SMS per 160 characters	International SMS per 160 characters	Out of bundle MMS per 300KB	National Out of Bundle Voice rate (ANAT) -Per Minute	All General Service, All VANS operators - Per Minute	Directory Enquiries - Per Minute
	250MB Data Contract	R0,79	R1,74	R0,80	R2,09	R2,09	R2,09
	500MB Data Contract	R0,79	R1,74	R0,80	R2,09	R2,09	R2,09
	1GB Data Contract	R0,79	R1,74	R0,80	R2,09	R2,09	R2,09
	2GB Data Contract	R0,79	R1,74	R0,80	R2,09	R2,09	R2,09
	3GB Data Contract	R0,79	R1,74	R0,80	R2,09	R2,09	R2,09
	5GB Data Contract	R0,79	R1,74	R0,80	R2,09	R2,09	R2,09
	10GB Data Contract	R0,79	R1,74	R0,80	R2,09	R2,09	R2,09
MBB Post Paid and Hybrid	30GB Data Contract	R0,79	R1,74	R0,80	R2,09	R2,09	R2,09
	50GB Data Contract	R0,79	R1,74	R0,80	R2,09	R2,09	R2,09

Class	Price Plan	Local/National SMS per 160 characters	International SMS per 160 characters
Data carry over	Up to 60 days/end of next calendar month	Including VAT	Per second billing

20. No voice bundle purchases will be permitted on the new data price plans.

21. Data transfer rates are not guaranteed and are dependent on network availability.

22. The following categories shall be excluded from all Voice/SMS bundles and shall be charged for at the current prevailing price plan rate, unless otherwise indicated:

1. International calls
2. Premium rated calls
3. Roaming services
4. Premium rated IVR
5. Premium rated Dicon
6. Special Short Codes
7. Video IVR
8. International VAS and Premium services
9. Travel Talk
10. Conference Calls
11. Call Sponsor (sponsored calls are charged at the sponsored party's prevailing price plan rate)

Migrations

24. Standard upgrade and migration rules will apply. If a customer migrates to a lower priced mobile broadband contract, the customer will be charged a downward migration fee as per existing Vodacom policies. Any applicable discounts may be lost when doing a migration to a new price plan.

25. Migrations will be pended until the end of the month and the new price plan will only take effect at the beginning of the next calendar month.

Carry-over, order of consumption and validity

26. The data bundle expiry date for the mobile broadband data contracts will be valid for up to 60 days or until the last day of the following calendar month. If the data bundle is depleted all data usage will be stopped by default. Subscribers will only be able to use data at out of bundle rates if they have opted in to current out-of-bundle data charges. If a MBB data bundle expires before the allocation is depleted, data usage will continue at the current applicable OOB rate. Mobile broadband Once-Off bundles can be purchased to add additional data before month end.

27. Vodacom data bundles follow a FIFO (First in First Out) order of consumption. All data used will be applied first against oldest active carried over unused bundled thereafter against the most recent allocation of bundles.

28. You may transfer Bundles to other Vodacom customers. Please visit the data transfer terms and conditions for full details. www.vodacom.co.za/vodacom/services/convenience-and-security/account-service/data-bundle-transfer

29. Bundle Rollover: You can extend the validity period of additional bundles you initially purchased (the "Initial Bundles") by purchasing additional bundles of the same size (the "Additional Bundles" before the Initial Bundle has expired. The purchase of the Additional Bundles will result in the validity period being extended and calculated for the date that you purchased the Additional Bundles.

Home Internet Tariffs Terms and Conditions

Vodacom Standard Terms

1. Vodacom reserves the right to suspend your service in the event that we suspect that you in any way abuse the service or if you use devices that are not compliant with ICASA specifications to access the services.
2. Vodacom reserves the right to amend these terms and conditions and where such change is material Vodacom shall provide you with reasonable prior written notice before implementing such change.
3. You may access the Home Internet Capped data service (the "Service") via the Top Up payment type.
4. The Service is available as a 24-month and 36-month Top Up contract.
5. You will be billed on a monthly basis for the total subscription amount for the Service, including device costs if applicable, as well as any other Value Added Services ("VAS"), bundle purchases or out of bundle usage.
6. After your contract period for the Services has expired, your contract will continue on a month-to-month basis. Any discounts applied to your contract for the period will away after the term date has been reached.
7. You may terminate your Service during the initial contract period or the renewal/upgrade period by giving Vodacom at least 20 (twenty) business days' notice in writing. Early cancellation will be subject to a payment penalty determined by Vodacom (the "Cancellation Fee"). Vodacom may charge you up to 75% of the balance of the outstanding Service fees (the "Balance") as the Cancellation Fee. The Balance is determined as follows: the monthly subscription amount times by the remaining months of the contract. Upon early cancellation of the Service, you will also have to pay all outstanding amounts in respect of the Services and/or Apparatus related to the Services in addition to the Cancellation Fee.
8. If you choose to cancel your Service between the 1st and the 3rd of the month the cancellation will only be effective at the end of that particular month. If you choose to cancel your Service after the 3rd of the month the cancellation will be pending to the end of the following month. You will retain your data allocation until the Service cancellation is effective.
9. You are able to do a SIM swap

Home Internet Contract Devices

10. The Home Internet Capped tariffs are offered in 2 variations: as SIM-only or bundled with a home router.
11. If you select a SIM-only tariff, the SIM will only work with a compatible home router. The responsibility to use a compatible whitelisted home router from Vodacom's approved list lies solely on the customer.

Currently, these are the only routers compatible with these tariffs:

1. Alcatel Linkhub HH72v 35678541
2. Huawei Sharelink B525S-65A
3. Huawei Sharelink B612-233
4. Huawei Sharelink B612S-25D
5. Huawei Sharelink B618S-22D 86263903
6. Huawei Sharelink 5G CPE PRO2 (H122-373) 86688704
7. Huawei Sharelink B535-932 86041504
8. Nokia Sharelink Fastmile 5G Gateway (5G-04W-A) 35588010
9. TP Link MR600 86650104
10. ZTE MF286R 86770904
11. ZTE MF286C1 86097804
12. ZTE Sharelink MC801A 86367104
12. If you select a SIM-only tariff, Vodacom can offer you to purchase a compatible whitelisted home router outright. If you select this option, any warranty, guarantee, customer support and service and/or education pertaining to this router can and will be offered to you from Vodacom.
13. If you select a SIM-only tariff, but choose to use your own compatible home router then, any warranty, guarantee, customer support and service and/or education pertaining to this router will not be offered to you and/or covered from Vodacom.

14. The Service is only compatible with selected home routers. Therefore, it is not compatible and will not work with mobile phones, dongles and/or MiFi routers.

Contract Activation and Use

15. You can activate the Service regardless if your location has sufficient LTE coverage and capacity. However, you can check the LTE coverage in your area on: Home Internet (vodacom.co.za).
16. When you use the Service, you have to insert the SIM card into the compatible home router.
17. You are only guaranteed access to the Vodacom network in LTE coverage areas and this Service does not fall back on to 3G and/or 2G technology. The Service is activated on and has access in LTE coverage areas only. The responsibility will lie solely on the customer to ensure that their area of use has sufficient coverage.
18. You may change the location in which you access the Service at any time, provided that the location in which you are based and/or changing is an LTE coverage area. If your new address does not have sufficient LTE coverage and capacity, then you may have to cancel your Service and incur the Cancellation Fees. The responsibility will lie solely on the customer to ensure that their area of use has sufficient LTE coverage.
19. Depending on the tariff selected, the Service's data allocation includes a specific Anytime data and Night Owl data allocation.
20. Should you activate a tariff plan in the middle of a calendar month, the Service's bill and respective data allocation will be prorated for the remainder of the month.
21. The full data allocation will be issued and applied on the 1st of every subsequent calendar month going forward until the contract term expires. The full cost of the respective tariff will be due and deducted.
22. The Service does not guarantee download and upload speeds. These are set to Best Effort. Vodacom cannot be held liable to specific upload and download speeds.
23. The Service's Anytime data allocations will only be valid for 2 calendar months. Therefore, if Anytime data is allocated to you on the 1st of July; your Anytime data is valid up until and including the 31st of August 23:59. The customer will start every month with a new data allocation according to their respective tariff's data allocations.
24. The Service's Night Owl data allocations will only be valid up until the end of the calendar month of data allocation. Therefore, if Night Owl data is allocated to you on the 1st of July; your Night Owl data is valid up until and including the 31st of July 23:59. The customer will start every month with a new data allocation according to their respective tariff's data allocations.
25. The Service will first use the data with the earliest expiry date including data that has been carried over and/or data from data bundles purchased. You will forfeit all your unused data at the time of the data bundle expiry.
26. Data allocations as part of this tariff cannot be used for roaming.
27. The out-of-bundle data rate that is applicable on the Home Internet capped data plans is R0,10 cents. This charge will only be applicable if you have depleted your tariff data allocation; have no active data bundles; and have opted into out of bundle charges.
28. The Service can receive incoming SMS. Outgoing SMS is not allowed.
29. Voice services are enabled for this tariff at an out of bundle rate of R2,09 cents per minute. However, this tariff plan is not allowed to purchase Voice bundles.
30. The Service does not include MMS services

Order of consumption, validity and out of bundle

Voice, MMS & SMS services

Additional Bundles

31. You may purchase multiple additional data bundles for the Service.

- If you purchase additional bundles on the Top Up billing option, the cost of the additional bundles will be deducted from your airtime. If you have no airtime balance, you will be able to purchase data bundles using your credit or bank card.

Usage Notifications and Data Transfer

- You will receive your data usage notifications via the Vodacom online channels or on any number you provide to Vodacom other than the number linked to the Service.
- Transfer of data to another applicable Vodacom number is possible. For more information, please visit: Vodacom Terms and Conditions - Data Transfer T & Cs
- You can also transfer purchased data bundles (that were purchased over and above the monthly tariff data allocations) to other customers that use the Service. For more information, please visit: Vodacom Terms and Conditions - Data Transfer T & Cs
- Transfer of Ownership is possible. The sole responsibility lies on the customer to understand whether the new location has sufficient LTE coverage and capacity.

Balance Viewthroughs

- You can view your data balance on:

- Vodacom Online
- Customer Care channels
- My Vodacom App

Balance Viewthroughs

- You can migrate to another price plan option however the new plan's data allocation and terms and conditions will be applicable. Vodacom migration rules will apply.
- You can migrate into the Home Internet Capped price plans from another Home Internet price plan however the new plan's data allocation and terms and conditions will be applicable.
- If you migrate to a lower price plan you will be liable for a downward migration fee.
- Migrations on Top Up plans will be pending until the end of the month and the new price plan will only take effect at the beginning of the next consecutive calendar month.

- If you migrate to another price plan, your contract period for the Service will remain unchanged.
- You can migrate from another data or voice contract into this Home Internet Capped data service.
- Upon migration any discount applied on your original tariff will fall away and will no longer apply.

Upgrades

- You may upgrade into or out of the Service. The sole responsibility will lie on the customer to check that the location you are using the Service has sufficient LTE coverage and capacity.
- If you upgrade into this Service, depending on the tariff you have selected, the rules pertaining to the home router devices will apply. Any discounts applied on your original deal will fall away.

Exclusions

- You may not use data sharing SIM cards for the Service.
- The customer is liable for any VAS services, bundle purchases or other purchases made over and above their subscription amount.

Home Internet 5G Data Contract

Terms and Conditions

- Vodacom reserves the right to suspend your service in the event that we suspect that you in any way abuse the service or if you use devices that are not compliant with ICASA specifications to access the services.
- Vodacom reserves the right to amend these terms and conditions and where such change is material Vodacom shall provide you with reasonable prior written notice before implementing such change.
- The Home Internet 5G data service (the "Service") is available as a Top Up or Contract payment type.
- The Home Internet 5G Data tariffs are offered in two variations: as SIM-only deal or bundled with a home router.

- The Service is only available on 24 month and 36 month contracts. These are not available as month-to-month contracts.
- You will be billed on a monthly basis for the total subscription amount for the Service, including device costs if applicable, as well as any other Value Added Services ("VAS"), bundle purchases or out of bundle usage.
- After your contract period for the Services has expired, your contract will continue on a month-to-month basis.
- You may terminate your Service at any time but such early cancellation will be subject to a payment penalty determined by Vodacom (the "Cancellation Fee").
- Vodacom may charge you up to 75% of the balance of the outstanding Service fees (the "Balance") as the Cancellation Fee. The Balance is determined as follows: the monthly subscription amount times by the remaining months of the contract.
- Upon early cancellation of the Service, you will also have to pay all outstanding amounts in respect of the Services and/or Apparatus related to the Services in addition to the Cancellation Fee.
- You may provide notice of cancellation a month in advance of the cancellation by calling our Customer Care on 082 135.
- If you choose to cancel your Service between the 1st and the 3rd of the month the cancellation will only be effective at the end of that particular month.

- If you choose to cancel your Service after the 3rd of the month the cancellation will be pending to the end of the following month.
- You will retain your data allocation until the Service cancellation is effective.
- You are able to do a SIM-swap while on these tariffs.

Home Internet 5G Devices

- The Service is only compatible with selected home routers. Therefore, it is not compatible and will not work with mobile phones, dongles and/or MiFi routers.
- If you select a SIM-only tariff, the SIM will only work with a compatible home router. The responsibility to use a compatible whitelisted home router from Vodacom's approved list lies solely on the customer.
- Currently, these are the only routers compatible with these tariffs:
 - Alcatel Linkhub HH72v 35678541
 - Huawei Sharelink B525S-65A
 - Huawei Sharelink B612-233
 - Huawei Sharelink B612S-25D
 - Huawei Sharelink B618S-22D 86263903
 - Huawei Sharelink 5G CPE PRO2 (H112-373) 86688704
 - Huawei Sharelink B535-932 86041504
 - TP Link MR600 86650104
 - ZTE MF286R 86770904
 - ZTE MF286C1 86097804
 - ZTE Sharelink MC801A 86367104
 - Nokia Sharelink Fastmile 5G Gateway (5G-04W-A) 35588010
 - ZTE 5G FWA MC8010A 86062806
- If you select a SIM-only tariff, Vodacom can offer you to purchase a compatible whitelisted home router outright. If you select this option, any warranty, guarantee, customer support and service and/or education pertaining to this router can and will be offered to you from Vodacom.
- If you select a SIM-only tariff, but choose to use your own compatible home router then, any warranty, guarantee, customer support and service and/or education pertaining to this router will not be offered to you and/or covered from Vodacom.

Contract Activation & Use

- This Service is available for activation via the following channels:
 - In-store (Retail & Omni-channel)
 - Saves Desk (Call Centre)
 - Vodacom Online
 - Vodacom Direct Sales
 - J4U Upgrades
 - Retail App
- This Service is only available for use on the 5G and 4G Vodacom network. You can check the coverage in your area on: <https://www.vodacom.co.za/vodacom/coverage-map>.
- When you use the Service, you have to insert the Home Internet 5G SIM card into one of the eligible 5G routers. Please note that the 5G routers are the only applicable routers that the Home Internet 5G SIM cards will allow connectivity onto the Vodacom network on.
- You are only guaranteed access to the Vodacom network in the specific area that the Service is activated on and access in any other geographic area is not guaranteed.
- You may change the location in which you access the Service if your new address has sufficient 5G or 4G coverage. If there is no 5G or 4G coverage in your new address then you may have to cancel your Service and incur the Cancellation Fees.
- Please note that if your new address is only 4G covered, you will connect onto the 4G network at 4G related speeds.

Voice, SMS & MMS Services

- The Service does not include SMS, MMS and Voice services.
- You will only be able to receive SMS's as part of the Service.
- After you have reached the final FUP on the tariff and you have no other active data bundles available, the Service will be hardlocked and your data usage will be suspended. You may use out of bundle data only if you opt into out of bundle charges using the Vodacom portal/app. The out-of-bundle rate is 44c.

- You may purchase multiple additional data bundles on the Home Internet 5G Service.
- The following channels will be available for additional data bundle purchases:
 - Vodacom Online (Portal and App)
 - Financial Institutions
 - Vodacom Stores
- If you purchase additional bundles on the Top Up billing option, the cost of the additional bundles will be deducted from your airtime or credit card.
- If you purchase additional bundles on the Post-paid billing option, the cost of the additional bundles will be added to your monthly bill.
- These tariffs are subject to a monthly Fair Usage Policy (as stipulated below). Once you reach the first FUP on the Unlimited Home Internet 5G Service you will be throttled down to lower speeds, until you reach the second FUP, after which your data usage will be hardlocked until the next month.

Speed	Data
	Uncapped* with FUP 0GB-1TB at up to 25Mbps; FUP 1: 1TB-1.5TB at 4Mbps;
25Mbps	FUP2: >1.5TB hardlock Uncapped* with FUP 0GB-1TB at up to 50Mbps; FUP 1: 1TB-1.5TB at 4Mbps;
50Mbps	FUP2: >1.5TB hardlock
100Mbps	Uncapped* with FUP
Speed	Data
	0GB-2TB at up to 100Mbps; FUP 1: 2TB-2.5TB at 4Mbps; FUP2: >2.5TB hardlock Uncapped* with FUP 0GB-2TB at up to Best Effort speeds; FUP 1: 2TB-2.5TB at 4Mbps;
Best Effort	FUP2: >2.5TB hardlock

- You will receive usage notifications as you approach the FUP of your tariff and when you reach the hardlock limit of the Home Internet 5G Service.
- If you activate the Home Internet 5G Service in the middle of a calendar month the full availability of unlimited data will apply, however the cost of the contract will be prorated.

Data Transfer

- You will not be able to transfer data to other customers from the Home Internet 5G Service.

Balance View-throughs

- You can view your data usage on:
 - Vodacom Online
 - Customer Care systems
 - Tobi

Migrations

- You can migrate to any other price plan contract option and as a result of this migration you will retain all your data allocation.
- If you migrate to a lower price plan you will be liable for a downward migration fee.
- Migrations between Postpaid contracts are effective immediately and all other migrations will be pending until the end of the month and the new price plan will only take effect at the beginning of the next consecutive calendar month.
- If you migrate to another price plan, your contract period for the Service will remain unchanged.
- You may not migrate from another data contract to the Service.

Upgrades

You may upgrade into or out of the Service

Exclusions

- You may not use data sharing SIM cards for the Service.

- The data allocation for the Service cannot be used for roaming.

Vodacom subscription price update 2023

As South Africa's leading network, we're committed to keeping you connected.

As part of this, one of our top priorities is to provide value through the products and services we offer. Despite the range of challenges we are facing including increased battery theft, base station vandalism and a difficult economic climate with inflation, exchange rate pressures and intensified loadshedding, we remain committed to keeping our prices as low as possible.

From 1 April 2023, there will be an average tariff plan increase of 6.7%. This only applies to the tariff plan and not the overall bill, meaning there is no change to your handset financing or any value-added services. When it comes to your total bill, this means an average increase of 4.2%.

To further absorb as much of the costs as possible, and to make sure you get the best value for money, we've added 20% of additional anytime data to your plan.

Here are the subscription price updates from 1 April 2023:

RED Integrated Price plans

Current Price Plan Names	New Price Plan Names	Current Price Incl. VAT	New Price Incl. VAT
RED 500MB 50min	RED 600MB 50min	R199,00	R215,00
RED 1GB 100min	RED 1,2GB 100min	R293,00	R315,00
RED 2GB 100min	RED 2,4GB 100min	R355,99	R380,50
RED 1GB 200min	RED 1,2GB 200min	R355,99	R380,00
RED 3GB 100min	RED 1,2GB 200min	R440,00	R470,50
RED 3GB 100min	RED 1,2GB 200min	R440,00	R470,50
RED 2GB 200min	RED 2,4GB 200min	R440,00	R470,00
RED 1GB 400min	RED 1,2GB 400min	R514,00	R549,50
RED 3GB 200min	RED 3,6GB 200min	R514,00	R549,50
RED 2GB 400min	RED 2,4GB 400min	R598,00	R640,00

Current Price Plan Names	New Price Plan Names	Current Price Incl. VAT	New Price Incl. VAT
RED 5GB 100min	RED 6GB 100min	R598,00	R639,50
RED 1GB 600min	RED 1,2GB 600min	R671,00	R717,50
RED 5GB 200min	RED 6GB 200min	R671,00	R720,00
RED 3GB 400min	RED 3,6GB 400min	R671,00	R717,50
RED 2GB 600min	RED 2,4GB 600min	R755,00	R807,50
RED 10GB 100min	RED 12GB 100min	R755,00	R807,50
RED 3GB 600min	RED 3,6GB 600min	R829,00	R890,00
RED 10GB 200min	RED 12GB 200min	R829,00	R890,00
RED 5GB 400min	RED 6GB 400min	R829,00	R887,00
RED 1GB 800min	RED 1,2GB 800min	R829,00	R887,00
RED 2GB 800min	RED 2,4GB 800min	R913,00	R976,50
RED 10GB 400min	RED 12GB 400min	R986,00	R1 055,00
RED 3GB 800min	RED 3,6GB 800min	R986,00	R1 055,00
RED 5GB 600min	RED 6GB 600min	R986,00	R1 055,00
RED 10GB 600min	RED 12GB 600min	R1 144,00	R1 224,00
RED 5GB 800min	RED 6GB 800min	R1 144,00	R1 225,00
RED 10GB 800min	RED 12GB 800min	R1 301,00	R1 392,00
RED VIP 15GB Unlimited	RED VIP 20GB Unlimited	R1 889,00	R2 021,00
RED VIP 30GB Unlimited	RED VIP 40GB Unlimited	R2 414,00	R2 585,00
RED VIP 100GB Unlimited	RED VIP 120GB Unlimited	R3 044,00	R3 257,00

TopUp RED Integrated Price plans

Current Price Plan Names	New Price Plan Names	Current Price Incl. VAT	New Price Incl. VAT
RED 500MB 50min TopUp	RED 600MB 50min TopUp	R209,00	R225,00
RED 1GB 100min TopUp	RED 1,2GB 100min TopUp	R325,00	R349,00
RED 1GB 200min TopUp	RED 1,2GB 200min TopUp	R388,00	R415,00
RED 2GB 100min TopUp	RED 2,4GB 100min TopUp	R388,00	R415,00
RED 2GB 200min TopUp	RED 2,4GB 200min TopUp	R471,99	R505,00
RED 3GB 100min TopUp	RED 3,6GB 100min TopUp	R471,99	R505,00
RED 1GB 400min TopUp	RED 1,2GB 400min TopUp	R545,00	R583,00
RED 3GB 200min TopUp	RED 3,6GB 200min TopUp	R545,00	R583,00
RED 2GB 400min TopUp	RED 2,4GB 400min TopUp	R629,00	R673,00
RED 5GB 100min TopUp	RED 6GB 100min TopUp	R629,00	R673,00
RED 3GB 400min TopUp	RED 3,6GB 400min TopUp	R703,00	R752,00
RED 1GB 600min TopUp	RED 1,2GB 600min TopUp	R703,00	R752,00
RED 5GB 200min TopUp	RED 6GB 200min TopUp	R723,99	R777,00
RED 2GB 600min TopUp	RED 2,4GB 600min TopUp	R787,00	R842,00
RED 10GB 100min TopUp	RED 12GB 100min TopUp	R787,00	R842,00
RED 3GB 600min TopUp	RED 3,6GB 600min TopUp	R860,00	R920,00
RED 5GB 400min TopUp	RED 6GB 400min TopUp	R881,00	R942,50
RED 10GB 200min TopUp	RED 12GB 200min TopUp	R881,00	R945,00
RED 1GB 800min TopUp	RED 1,2GB 800min TopUp	R881,00	R942,50
RED 2GB 800min TopUp	RED 2,4GB 800min TopUp	R965,00	R1 032,50
RED 10GB 400min TopUp	RED 12GB 400min TopUp	R1 039,00	R1 111,50
RED 5GB 600min TopUp	RED 6GB 600min TopUp	R1 039,00	R1 111,50
RED 3GB 800min TopUp	RED 3,6GB 800min TopUp	R1 039,00	R1 111,50

Current Price Plan Names	New Price Plan Names	Current Price Incl. VAT	New Price Incl. VAT
RED 10GB 600min TopUp	RED 12GB 600min TopUp	R1 196,00	R1 279,50
RED 5GB 800min TopUp	RED 6GB 800min TopUp	R1 249,00	R1 336,00
RED 10GB 800min TopUp	RED 12GB 800min TopUp	R1 406,00	R1 504,00

Legacy Contract RED Integrated Price plans

Current Price Plan Names	New Price Plan Names	Current Price Incl. VAT	New Price Incl. VAT
AllDay 100 M	AllDay 100 M	R101,00	R108,00
Blackberry Email BES M	Blackberry Email BES M	R201,00	R215,00
Blackberry Talk 100 BES M	Blackberry Talk 100 BES M	R353,00	R377,50
Blackberry Talk 2 40 BES	Blackberry Talk 240 BES	R499,34	R534,00
MyRED 500MB 50min	MyRED 600MB 50min	R135,00	R144,00
MyRED 500MB	MyRED 600MB	R167,00	R178,50
MyRED 1GB Unlimited	MyRED 1,2GB Unlimited	R913,00	R976,50
MyRED 2GB Unlimited	MyRED 2,4GB Unlimited	R975,99	R1 044,00
MyRED 3GB Unlimited	MyRED 3,6GB Unlimited	R1 049,00	R1 122,00
MyRED 5GB Unlimited	MyRED 6GB Unlimited	R1 186,00	R1 269,00
MyRED VIP 20GB	MyRED VIP 24GB	R1 784,00	R1 908,50
RED Advantage	RED Advantage	R1 102,00	R1 179,00
RED Advantage Month to Month	RED Advantage Month to Month	R1 102,00	R1 179,00
RED SELECT+	RED Select+	R1 102,00	R1 179,00
RED SELECT+ Month to Month	RED Select+ Month to Month	R1 102,00	R1 179,00
RED Classic+	RED Classic+	R1 206,99	R1 291,00

Legacy Contract RED Integrated Price plans

Current Price Plan Names	New Price Plan Names	Current Price Incl. VAT	New Price Incl. VAT
REDClassic+ Month to Month	RED Classic+ Month to Month	R1 206,99	R1 291,00
RED VIP 10GB Unlimited	RED VIP 12GB Unlimited	R1 364,00	R1 459,00
RED Classic+	RED Classic+	R1 427,00	R1 526,50
RED Classic+ Month to Month	RED Classic+ Month to Month	R1 427,00	R1 526,50
RED Premium	RED Premium	R1 763,00	R1 886,00
RED Premium Month to Month	RED Premium Month to Month	R1 763,00	R1 886,00
RED Premium+	RED Premium+	R1 868,00	R1 998,50
RED Premium+ Month to Month	RED Premium+ Month to Month	R1 868,00	R1 998,50
RED Premium	RED Premium+ Month to Month	R1 868,00	R1 998,50
RED Premium Month to Month	RED Premium+ Month to Month	R1 868,00	R1 998,50
RED VIP 25GB Unlimited	RED VIP 30GB Unlimited	R1 889,00	R2 021,00
RED VIP+	RED VIP+	R2 309,00	R2 470,50
RED VIP+	RED VIP+	R2 309,00	R2 470,50
RED VIP+ Month to Month	RED VIP+ Month to Month	R2 309,00	R2 470,50
RED VIP+ Month to Month	RED VIP+ Month to Month	R2 309,00	R2 470,50
RED VIP - 100GB Unlimited	RED VIP - 120GB Unlimited	R2 518,99	R2 695,00
RED Data 6GB	RED Data 7,2GB	R766,00	R819,50
RED More Data 10GB	RED More Data 12GB	R1 102,00	R1 179,00
RED Data 25GB	RED Data 30GB	R1 742,00	R1 863,50
RED Data 50GB	RED Data 60GB	R2 287,99	R2 448,00
Smart Data 1GB	Smart Data 1,2GB	R293,00	R313,50
Smart Data 2GB	Smart Data 2,4GB	R430,00	R460,00
Smart Data 4GB	Smart Data 4,8GB	R569,00	R608,50

Current Price Plan Names	New Price Plan Names	Current Price Incl. VAT	New Price Incl. VAT
Smart More Data 2GB	Smart More Data 2,4GB	R388,00	R415,00
Smart More Data 4GB	Smart More Data 4,8GB	R607,99	R650,50
Smart More Data 6GB	Smart More Data 7,2GB	R766,00	R819,50
Smart XS+	Smart XS+	R188,00	R201,00
Smart XS+ Month to Month	Smart XS+ Month to Month	R188,00	R201,00
Smart S - SIM Only	Smart S - SIM only	R230,00	R246,00
Smart S+	Smart S+	R325,00	R347,50
Smart S + Month to Month	Smart S+ Month to Month	R325,00	R347,50
Smart M - SIM Only	Smart M - SIM only	R346,00	R370,00
Smart M Month to Month	Smart M Month to Month	R346,00	R370,00
Smart M+	Smart M+	R545,00	R583,00
Smart M + Month to Month	Smart M+ Month to Month	R545,00	R583,00
Smart L - SIM Only	Smart L - SIM only	R586,99	R628,00
Smart L Month to Month	Smart L Month to Month	R586,99	R628,00
Smart L+	Smart L+	R797,00	R852,50
Smart L+ Month to Month	Smart L+ Month to Month	R797,00	R852,50
Smart XL - SIM Only	Smart XL - SIM only	R818,00	R875,00

Legacy TopUp RED Integrated Price plans

Current Price Plan Names	New Price Plan Names	Current Price Incl. VAT	New Price Incl. VAT
NXT LVL Smart	NXT LVL Smart	R139,00	R148,50
NXT LVL Smart - 24 Months	NXT LVL Smart - 24 Months	R240,99	R257,50

Current Price Plan Names	New Price Plan Names	Current Price Incl. VAT	New Price Incl. VAT
MyRED 1GB Unlimited TopUp	MyRED 1,2GB Unlimited TopUp	R934,00	R999,00
MyRED 2GB Unlimited TopUp	MyRED 2,4GB Unlimited TopUp	R1 007,00	R1 077,00
MyRED 3GB Unlimited TopUp	MyRED 3,6GB Unlimited TopUp	R1 081,00	R1 156,50
RED Select TopUp+ Month to Month	RED Select TopUp+ Month to Month	R1 149,00	R1 229,00
RED Select TopUp+	RED Select TopUp+	R1 206,99	R1 291,00
RED VIP 10GB TopUp Unlimited	RED VIP 12GB TopUp Unlimited	R1 396,00	R1 493,50
RED VIP 25GB TopUp Unlimited	RED VIP 30GB TopUp Unlimited	R1 920,99	R2 055,00
RED VIP 100GB TopUp Unlimited	RED VIP 120GB TopUp Unlimited	R2 551,00	R2 729,50
RED TopUp Data 6GB	RED TopUp Data 7,2GB	R829,00	R887,00
Smart TopUp Data 1GB	Smart TopUp Data 1,2GB	R325,00	R347,50
Smart TopUp Data 2GB	Smart TopUp Data 2,4GB	R482,00	R515,50
Smart TopUp Data 4GB	Smart TopUp Data 4,8GB	R650,00	R695,50
Smart TopUp XS+ Month to Month	Smart TopUp XS+ Month to Month	R189,00	R202,00
Smart TopUp XS+	Smart TopUp XS+	R199,00	R212,50
Smart TopUp S+ Month to Month	Smart TopUp S+ Month to Month	R339,00	R362,50
Smart TopUp S+	Smart TopUp S+	R355,99	R380,50
Smart TopUp M+ Month to Month	Smart TopUp M+ Month to Month	R549,00	R587,00
Smart TopUp M+	Smart TopUp M+	R577,00	R617,00
Smart TopUp L+ Month to Month	Smart TopUp L+ Month to Month	R789,00	R844,00
Smart TopUp L+	Smart TopUp L+	R829,00	R887,00

How to check your price plan:

- **USSD Postpaid and Hybrid**

1. Dial *135#
2. Select option 10 Next on the menu
3. Select option 2 "Services" from the menu
4. Select option 5 "My Price Plan" from the menu
5. You will be shown the name of your current price plan

- **My Vodacom App**

Make sure you are using the latest version of the My Vodacom App (check if there are updates on the Google Play or Apple App store).

1. Open the My Vodacom App.
2. Click the "More" menu at the bottom right hand side of the screen, then click "Manage Number".
3. Login when prompted.
4. Your price plan information will be shown here.

- **My Vodacom Web**

Visit vodacom.co.za on your web browser.

1. Click "log in" at the top right of the page and enter your credentials.
2. A summary balances page will be shown.
3. Your plan details will be displayed on the summary page.

- **Call our customer care**

1. From a Vodacom line dial 135 and they will assist
2. From a Non- Vodacom line dial 082 135 and they will assist

FAQs

1) Why is there a price increase?

Cost increases are unavoidable across all industries, but we are committed to minimising this financial impact on you while keeping you connected to the people and things that matter most. As we move forward with 2023 and continue to provide a quality service, we are keeping costs as low as possible with our average subscription price increase at an 6.7%.

Vodacom has had to review its tariff pricing due to increased battery theft and base station vandalism, the challenging economic climate, including inflationary and exchange rate pressures exacerbated by the impact of intensified stages of loadshedding, we remain committed to keeping our prices as low as possible.

If you have any questions, view our helpful FAQs, give us a call on 082 135 or visit your nearest Vodacom store.

We look forward to keeping you connected, always.

2) When will the price increase come into effect?

From 1 April 2023.

3) Will the price increase be applied to all plans?

No, it will only be applied to selected RED Integrated plans – TopUp, Smart and RED plans).

4) What price increase can I expect?

You can see your specific increase and the full breakdown of changes in the above table.

5) What is my new monthly subscription amount?

You can see your specific price plan increase and the detail in the above table.

6) Will any of my other plans be impacted?

If you have more than one plan with us, then there is a chance they could be impacted. To check, please contact customer care on 135.

7) How do I change my plan?

You can contact our customer care team on 135 or 082 135 to assist with this.

8) How do I cancel my plan?

You can contact our customer care team on 135 or 082 135 to assist with this.

9) Will this price increase affect the bundles I buy?

No, it won't.

11) Will my device financing also increase?

No, it won't. Your device financing will stay the same.

12) Are you allowed to change the price of my plan?

Vodacom reserves the right to change the terms and conditions where necessary, charges levied by Vodacom may vary from time to time and Vodacom shall provide you with at least 20 (twenty) business days' notice of such variations before they take effect.

13) The price of my plan increased but I wasn't notified?

We sent out communication to all affected customers (via email and SMS) between 1 – 2 March 2023.

14) Will I get a price increase if I only just took out a plan (between January – March)?

Customers who have recently taken out a new plan from Jan – March 2023, will receive a 3 month grace period where Vodacom will apply a discount at our own discretion before the price increase is effected on the 1 June 2023

15) I have a two-line deal, will I get a price increase on both lines?

If your second line is free, then the 100% discount will still apply.

17) Does the price increase apply to family deals with 3 lines?

If the lines are chargeable then yes, the price increase will apply to them too.

18) Will I get a price increase if I signed up for a Black Friday promotion in November?

If you took out a RED Integrated plan – TopUp, Smart or RED – then yes you will get a price increase. To check, see the full breakdown of changes in the above table.

19) I am on a month-to-month plan, does the price increase apply to me?

Yes, the increase applies to in-contract and out-of-contract customers on a month-to month.



Vodacom Privacy Statement

Our Privacy Policy gets updated from time to time. Whenever we make a change, we'll post this on our website. For more information or any updates on the Privacy Policy, please visit our Privacy Portal on

<https://www.vodacom.co.za/vodacom/privacy-policy/terms>

How to use this privacy and cookies policy

In this Privacy Policy, we explain how we collect, use, share and protect your personal information when you use our products and services and our website.

It is important to note that when you engage with us, you acknowledge that we require your personal information, as defined in the Protection of Personal Information Act No 4 of 2013 (PoPIA) to process such personal information to provide products or services to you including to confirm, update and enhance our records, to confirm your identity and additional purposes as detailed below and in other supplementary privacy policies and statements linked to specific services that you subscribe to.

The provision of your personal information in terms of this policy is mandatory and you will not be able to continue using our products and services, should you object to providing us with such information.

Who we are

We are Vodacom (Pty) Ltd (hereinafter referred to as "Vodacom")

Our registered office is 082 Vodacom Boulevard, Vodavally, Midrand, 1685. We are registered in the Republic of South Africa under company number 1993/003367/07.

In this privacy policy:

"we/us" means Vodacom (Pty) Ltd,

"third party" means someone who is not you or us

"Vodacom Group" means Vodacom Group Limited and any company or organisation

in which Vodacom Group Limited owns more than 30% of the share capital.

"Vodafone Group" means Vodafone Group Plc and any company or other organisation in which Vodafone Group Plc owns more than 15% of the share capital.

"Personal information" refers to personal information about you as defined in PoPIA and includes without limitation MSISDN (Mobile Station International Subscriber Director Number) information (a unique identifier which is linked to your mobile phone number), location information, call data records, usage information, race, gender, nationality, marital status, age, physical or mental health, disability, language, education, identity number, telephone number, email, postal address, biometric information, and financial, criminal or employment history.

"Process (or processing)" means to any operation or activity, whether automated or not, concerning personal information, including: collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation, use, dissemination by means of transmission, distribution or making available in any other form, merging, linking, as well as blocking, degradation, erasure or destruction of information.

How to contact us

Your opinion matters to us – if you have any questions about our Privacy Policy or your privacy settings, please submit your query to askpopi@vodacom.co.za and a member of our dedicated team will respond to you. If you would like to mail us by post directly, send it to:

The Privacy Office – Legal Affairs Vodacom (Pty) Ltd

Corporate Park

082 Vodacom Boulevard, Midrand

1685

Our principles

We are committed to respecting your privacy. We take privacy, security and complying with data protection and privacy laws seriously.

Here are our core Privacy Commitments. We aim to put these commitments at the heart of everything we do.

Personal information we collect about you

The information we collect about you and how we collect it can vary depending on the products and services that you use and subscribe to, how you have used the products and services, how you have interacted with Vodacom even if you aren't a customer, or what we have obtained from a third party with permission to share it with us.

To find the privacy supplements for our products and services, please go to the 'Privacy and our products and services' section of this Privacy Portal. Vodacom subsidiaries may have their own privacy statements governing the customers use of the particular service or product.

Vodacom will process your personal information based on:

The performance of your contract or to enter into the contract,

and to take action on your requests. For example, so you can make calls and texts, and browse the internet on your phone, we process things like the numbers you dial, how much data you're using and when you're doing it so we can provide connectivity. This also enables us to generate your bill, based on your usage. We also need to conduct credit checks when you apply for a product or service.

Vodacom's legitimate business interests,

for example, fraud prevention, prevention of tax evasion and financial crime, maintaining the security of our network and services, direct marketing, and the improvement of our services. Whenever we rely on this lawful basis to process your personal information, we assess our business interests to make sure they do not override your rights. Additionally, in some cases you have the right to object to this processing. For more information, visit the 'Your rights' section of this privacy policy.

Protecting your legitimate interests –

for example, providing notifications regarding network availability and performance area, notification of emergency services, and fraud prevention. For more information, visit the 'Your rights' section of this policy.

Compliance with a mandatory legal obligation,

including for example, accounting and tax

requirements, which are subject to strict internal policies, procedures, and your right to restrict usage of your personal information, which control the scope of legal assistance to be provided. We are also required to also process your personal information pursuant to legislation including but not limited to the Financial Intelligence Centre Act, 38 of 2001 (FICA), the Regulation of Interception of Communications and Provisions of Communication-related Information Act 70 of 2002 (RICA), the Electronic Communications and Transactions Act, 2002 (ECTA), the Electronic Communications Act, 2005 (ECA), the Consumer Protection Act, 2008 (CPA), the Promotion of Access to Information Act, 2000 (PAIA), and the Cybercrimes Act, 2020.

Consent you provide

where Vodacom does not rely on another legal basis (referred to above). Consent may be withdrawn at any time. When you give your consent, you will be given details on how to change your mind or visit the 'Your rights' section of this privacy policy for more information.

We will collect your personal information when you, for example:

- Buy or use any of our products and services
- Use our network or other Vodacom products and services
- Register for a specific product or service
- Subscribe to newsletters, alerts or other services from us
- Contact us through various channels, or ask for information about a product or service
- Take part in a competition, prize draw or survey
- Visit or browse our website or other Vodacom Group websites
- Have given permission to other companies to share information about you
- Where your information is publicly available
- Are the customer of a business that we acquire
- Visit our business premises

We are required to take all reasonably practicable steps to ensure your personal information is

complete, accurate, not misleading and updated on a regular basis. To ensure this, we will always endeavour to obtain personal information from you directly. Where we are unable to do so, we will make use of verifiable independent third-party data sources who have the necessary authority to provide us with such information. We also collect information from certain organisations, where appropriate and to the extent we have legal grounds to do so. These include fraud-prevention agencies, business directories, cREDit check reference/vetting agencies, billing calculating agencies and connected network providers.

We may also collect information about you on CCTV when you visit our premises or on other security cameras as part of our security and crime prevention measures.

Understanding what you want (the use of cookies)

We use cookies (small text files stored in your browser) and other techniques such as web beacons (small, clear picture files used to follow your movements on our website). This, in turn, helps us make our Website relevant to your interests and needs. They also help us find information once you have logged in or help us link your browsing information to you and your personal information, for example, when you choose to register for a service. We may use a persistent cookie (a cookie that stays linked to your browser) to record your details so we can recognise you if you visit our Website again.

Cookies by themselves cannot be used to discover your identity. Cookies do not damage your computer. You can set your browser to notify you when you receive a cookie. This enables you to decide if you want to accept it or not. If you choose not to accept cookies from our Website this may limit its functionalities or performance. For more details on how we use cookies and your rights in respect thereof, please refer to the "Our Cookies policy" section which can be accessed here.

Information that we process

The types of information we may process are, where applicable:

- Your name, address, phone and/or mobile number, your date of birth, gender, information about your property or household, and email address. Where you have provided us with the personal information of a third-party (for example your spouse or family

member), you guarantee that such third-party has given you consent to provide us with their personal information. Where you provide us with the personal information of a person under the age of 18 years (a minor), you confirm that you have the necessary legal authority or is legally competent, to provide their personal information to us.

- Your traffic data. This is data we see as part of providing you with connectivity, like the numbers you call, the time and duration of the call or how you are using data.
- Your location data. This can be precise where it uses Global Positioning System (GPS) data or by identifying nearby mobile phone masts and Wi-Fi hotspots and you enable location-based services or features. It can also be less precise where, for example, a location is derived from your IP address or data such as a post code or name of a town or city.
- Your correspondence with us, such as a note or recording of a call you make to one of our contact centres, a Live Chat, an email or letter sent, or other records of any contact with us.
- Your account information, such as dates of payment owed or received, subscriptions you use, account numbers or other information related to your account or included in My Vodacom.
- CREDit information – we'll collect passwords, hints and SIMilar security information used for authentication and access to accounts and services.
- Your preferences for particular products, services and lifestyle activities when you tell us what they are, or we assume what they are, based on how you use the products and services.
- See the 'Cookies' section for details on what we collect using cookies, web beacons and other technologies
- Your data sessions. We keep a history of the sites you visit in line with our retention policy. This is to enable connection to be made and for billing purposes, fraud investigations, network and store planning, campaign planning, marketing specific products such as URL bundles, identify visits to competitor websites, and personalisation of services. To

be able to provide detailed data usage on the Vodacom App we aggregate data used and report per category of usage.

- Photographs and images when attending any of our events or functions or accessing premises with surveillance cameras.
- Information we obtain from other sources, such as cREDit agencies, fraud-prevention agencies, and from other data providers. This includes demographic data and interest-based data.

We'll also get information about how you use our products and services, such as:

- The level of service that you receive – for example, network or service faults and other events that may affect our network services or other services.
- Details of your use of the specific services or products, for example: every time you use your mobile phone, a record is kept. This includes the number you called or sent a text or picture message to, the length, date and time of that call, text or picture message and your approximate location at the time that the communication takes place (based on the location of the nearest cell tower that you sent that call or message from). The same is also recorded every time you receive an incoming call or message. We don't, however, keep a record of the content of your calls or messages.
- Vodacom may send you personalised marketing or show you personalised advertising if you have given permissions for cookies and SIMilar technologies to collect information such as categories of websites you have browsed on your mobile device or pc, for example sports, music or news. You can opt out of advertising on websites you browse through cookies management. In the case of marketing see 'To opt out of marketing messages' in the 'Your rights' section of this privacy policy.

How we use your personal information

We will use, process and analyse your personal information for the following purposes:
To provide you with your services;

Processing your order and providing you with your products and services.

- To process the products and services you've

bought from us, install equipment at your property or deliver equipment to you, and keep you updated with the progress of your order.

- To provide the relevant product or service to you. This includes other services not included in your agreement with us (PayPal, for example), services that use information about where you are, and to contact you with messages about changes to the products or services.

Billing and customer care

- To bill you for using our products and services, or to take the appropriate amount of cREDit from you.
- Contact you if the billing information you provided us with is about to expire or we're not able to take payment.
- To respond to any questions or concerns you may have about our network, products or services.

Service messages

- We will contact you with customer service messages to keep you updated with current information about products and services you've taken. For example, changes to our terms and conditions or service interruptions.

Providing roaming services

- To improve your roaming experiences, to ensure that we're meeting our commitments around fair use, to detect and resolve fraudulent use of our networks (and our partners' roaming networks) and to solve technical issues if you are experiencing any.
- To understand how Vodacom is performing in providing roaming services, whether roaming services and related products are working as intended, or whether improvements are needed to make roaming better. Vodacom uses personal information such as your name, email address, password, mobile phone number and call records in order to do this. Vodacom creates aggregated and statistical management reports from this information that do not identify you individually. Vodacom may also take this personal information and de-identify it so that more in-depth analysis of our roaming services can be undertaken. This helps Vodacom to develop its roaming services for customers without identifying users in an individual way.

To improve our service

Improving and innovating our products and services

- We collect anonymous, de-identified or aggregate information in order to improve the service we offer to everyone. None of these analytics can identify you individually or link back to you in any way.
- We conduct surveys to understand various aspects of our interaction with you, the use of our services and products and the network.

Managing our networks and understanding network usage

- To protect our networks and manage the volumes of calls, texts and other uses of our networks. For example, we identify peak periods of use so we can try and ensure the networks can handle the volume at those times.
- To understand how you use our networks, products and services. That way we can seek to review and improve these, and develop more interesting and relevant products and services, as well as personalising our products

Marketing and tailoring our service to you

Marketing

- As our customer, we will contact you to keep you informed about new and existing products and services, competitions, prize draws and other promotions and we may use your personal information to run those competitions, prize draw, events and promotions, only to the extent that you have not, at any stage, objected to receiving such marketing communications. We may also, with your consent, send you newsletters or white papers and occasionally invite you to participate in market research. We tailor these messages based on the products and services you've bought from us in the past and we will only provide you with marketing content regarding our own products and services that are SIMilar to or related to the products and services previously provided to you.
- With your permission, we can use your calling and messaging activities, location information and browsing information to further tailor our messages to you. To opt in please dial the *135*181# on your Vodacom mobile

and choose the applicable options. Alternatively, you can contact a member of our customer services team at 082 135.

- If you have given your permission, we will also contact you to let you know about products and services of Vodacom Group companies including Vodacom Financial Services and Vodacom Insurance; Vodacom Payment Services, products and services and those of other companies which we think may interest you.
- There are various ways that we may do this – including by email, post, phone, text, picture message or notifications through our apps.
- You can control your marketing permissions and the personal information we use to tailor these communications at any time. See 'To opt-out of marketing messages' within the 'Your rights' section of this privacy policy.

Advertising online

- To deliver advertising that is relevant to you, you'll also see targeted advertising online based on the use of cookies. This is known as interest-based advertising. It can be on websites belonging to the Vodacom Group, those of other organisations as well as other online media channels such as social media sites. We may also combine data collected via the cookies with other data we have collected. If you don't want any information processed through the use of cookies, check the 'Cookies' section in this Privacy Portal. It explains how to control and opt out of cookies.
- Your data sessions. We keep a history of the sites you visit in line with our retention policy. This is to enable connection to be made and for billing purposes, fraud investigations, network and store planning, campaign planning, marketing specific products such as URL bundles, identify visits to competitor websites, and personalisation of services. To be able to provide detailed data usage on the Vodacom App we aggregate data used and report per category of usage.
- Remember that opting out of interest-based advertising doesn't stop advertisements from being displayed – it's just that they won't be tailored to your interests.
- You will also see advertising in your social media, for example in your Facebook or

Twitter feed. If you don't want to receive this advertising, go to the relevant platform's ad settings.

Research and analytics

We use a variety of analytics methods including what is commonly referRED to as "Big data analytics". Big data analytics are mathematically driven analysis techniques on large and varied data sets (that is why it is "big" data) to uncover hidden patterns and hitherto unrevealed trends. Vodacom Analytics is an end-to-end insight platform that offers responses to questions from businesses and public entities by analysing Vodacom network data. It isn't about individuals – it's about overall patterns, rather than any one person. Vodacom Analytics doesn't identify you, or give anyone information which would enable them to contact you.

At Vodacom we take governance of big data analytics seriously. Our data scientists are requiRED to adhere to a Code of Ethics. We have a strict use case process that requires that privacy and data protection law checks are carried out before any use case commences. We also have strict rules ensuring that personal information is protected at the appropriate stage in the process.

We use our analytics to, for example:

- Conduct market research and to carry out research and statistical analysis, including to monitor how customers use our networks, products and services;
- Frame our marketing campaigns and determine how we might personalise those;
- Provide reports to third parties (such reports don't contain information which may identify you as an individual). These can be to third parties such as content providers, research companies and advertisers or as part of Vodacom analytics.

CREDIT checks, fraud prevention and security

We will sometimes need to profile you and make an automated decision, for cREDit, fraud, and security purposes. When we conduct such profiling or automated decision-making activities, we will do so in accordance with the provisions of the relevant legislation or lawful requirement.

CREDit checks and ID

- We will carry out a cREDit check when you apply for a contract for any products or services with us

Fraud prevention and security

- We will process your personal and traffic data in order to protect against and detect fraud, to protect and detect misuse or damage to our networks, to recover debts or trace those who owe us money resulting from the use of our services.

How we share your personal information

Where applicable, we share information about you with:

- Companies in the Vodacom and Vodafone Group, located across the globe, including but not limited to in the European Economic Area (EEA), Egypt, India and the US, for reporting purposes and where they are involved in providing products and services that you have signed up for
- Partners, suppliers, or agents involved in delivering the products and services you've ordeRED or used
- Companies who are engaged to perform services for, or on behalf of, Vodacom Group Limited, Vodafone Limited, or Vodafone Group which companies may be located outside of the borders of South Africa
- CREDit reference, fraud-prevention or business-scoring agencies, or other cREDit scoring agencies
- Debt collection agencies or other debt-recovery organisations
- Law enforcement agencies, government bodies, regulatory organisations, courts or other public authorities if we have to, or are authorised to by law
- A third party or body where such disclosure is requiRED to satisfy any applicable law, or other legal or regulatory requirement
- Emergency services (if you make an emergency call), including your approximate location
- Third parties for joint promotions with that third party. They'll be responsible for their own compliance with applicable privacy laws
- Other third parties when you are signing up to their service and it is used by them for authentication and fraud-prevention purposes

- Third parties that we advertise with, in order to serve you advertisements online (e.g. Facebook, Google). You can opt-out of this by managing your account permissions. To do this see the 'Your Rights' section below.
- Third parties that we use to serve you marketing

Fraud management and law enforcement

- We will release information if it's reasonable for the purpose of protecting us against fraud, defending our rights or property, or to protect the interests of our customers.
- We also may need to release your information to comply with our legal obligation to respond to the authorities' lawful demands. Your personal information shall only be provided when we in good faith believe we are obliged to do so in accordance with the law and pursuant to an exhaustive evaluation of all legal requirements.

Mergers and acquisitions

If we become involved in a proposed or actual merger, acquisition, or any form of sale of assets, we may use and disclose your personal information to third parties in connection with the evaluation of the transaction. Any acquiring company would have access to your personal information.

Third parties that we work with

Where you've purchased Vodacom products and services using a third party or partner organisation, we often need to exchange information with them as part of managing that relationship and your account – for example, to be able to identify your order and be able to pay them.

If we have a contract with a service provider or contractor to provide us with services or provide a service on our behalf, and they may have access to your personal information, we don't authorise them to use or disclose your personal information except in connection with providing their services. We ensure that all our service providers and contractors align to our policies and requirements.

We collect and combine information in order to monitor your use of products and services, and that of our other customers, as well as to help us to improve the quality of our products and services.

Third-party products that you buy through your Vodacom account

Where you buy a third-party product or service through your Vodacom account (such as Charge to Bill service for mobile), the contract for it is with the party selling that product or service. Vodacom is only charging the amount directly to your bill as part of its arrangements with the seller (or with a third party authorised by the seller). As part of this, you're agreeing that Vodacom may pass certain personal information to such parties to complete your purchase. The seller's terms and conditions and privacy and cookies policies will apply to how it uses your personal information – please read them carefully.

Third party devices that you connect to your SIM

You may connect third party devices to your SIM, either manually via a SIM card or electronically through our OneNumber product. These include mobile phone devices or connected devices such as Smart speakers or Smart watches.

When you connect your SIM to these devices those third parties may record your SIM details or your interaction with the network. The third-party device manufacturers will process your personal information in accordance with their privacy policies and we recommend that you read these before choosing to connect.

International data transfers

We may also need to transfer your information to other Vodafone or Vodacom group companies or service providers in countries outside South Africa, in which case we will fully comply with applicable data protection legislation. This may happen if our servers or suppliers and service providers are based outside South Africa, or if our services are hosted in systems or servers in Vodacom or Vodafone Operating Companies outside South Africa including the United Kingdom, European Economic Area (EEA) or India and/or if you use our services and products while visiting countries outside South Africa. Countries in the United Kingdom and EEA are considered to have adequate data protection laws which are similar to those of South Africa, however, we will make sure that your information is protected and enter into appropriate agreements to achieve this.

If you are visiting this Website from a country other than South Africa the various communications will necessarily result in the transfer of information

across international boundaries.

Where we transfer your personal information outside of the borders of South Africa, we will ensure that the third party recipient is subject to a law, binding corporate rules or binding agreement which provide an adequate level of protection for your personal information that are substantially similar to the data protection laws applicable to South Africa.

How long do we keep your personal information for?

We may not retain your personal information any longer than is necessary for achieving the purpose for which your personal information was collected or subsequently processed, unless:

- The retention of your personal information is required or authorised by law
- We reasonably require your personal information for lawful purpose related to our function or activities
- The retention of your personal information is required by a contract that we enter into with you
- You or competent person consent to the retention of personal information relating to a child.

Keeping your personal information secure

We have specialised security teams who constantly review, improve, and ensure the implementation of appropriate, reasonable technical and organisational measures to protect your personal information from unauthorised access, accidental loss, disclosure, or destruction. We are required in terms of PoPIA to notify you and the Information Regulator, if any of your personal information has been compromised.

Communications over the internet (such as emails) aren't secure unless they've been encrypted. Your communications may go through a number of countries before being delivered, as this is the nature of the internet.

We cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control.

We'll never ask for your secure personal or account information by an unsolicited means of communication. You're responsible for keeping your

personal and account information secure and not sharing it with others.

Our website may provide links to third-party websites. We cannot be responsible for the security and content of such third-party websites. You are therefore required to make sure you read that company's privacy and cookies policies before using or putting your personal information on their site.

The same applies to any third-party websites or content you connect to using our products and services.

You may choose to disclose your information in certain ways such as social plug-ins (including those offered by Google, Facebook, Twitter and Pinterest) or using third-party services that allow you to post reviews or other information publicly, and a third party could use that information.

Social plug-ins and social applications are operated by the social network themselves and are subject to their own terms of use and privacy and cookies policies. You should make sure you're familiar with these.

Unauthorised third party access to your information

Despite the security measures we have in place to protect your personal information, (firewalls, password access and encryption methods) you acknowledge that it may be accessed by an unauthorised third party, e.g. as a result of an illegal activity.

In the unlikely event of such access, we will notify you, where possible, via email, SMS or using the address you have provided us with, within a reasonable time of us becoming aware of such occurrence.

Your rights

Below we set out details on how you can exercise your rights. If you have a question or cannot find the answer, please contact our Customer Services team at 082 135 or customer-care@vodacom.co.za.

Right to access personal information

You have the right to correct information held about you if it's not accurate, out-of-date, excessive, irrelevant, or misleading. If the information we hold about you is inaccurate or needs to be updated, you can log in to My Vodacom to update it or you can contact our Customer Service team at 082 135 or customer-care@vodacom.co.za.

Right to object to use of personal information

You have the right, in certain circumstances, to object to Vodacom processing your personal information. In order for Vodacom to provide you with products and services, Vodacom is required to process your personal information and as such the provision of your personal information is mandatory and you may not object to same in order to continue using our products or services. For more information or to exercise this right, please contact our Customer Services team at 082 135 or customercare@vodacom.co.za. If this relates to an automated decision performed on you (this means with no human involvement), please let us know and we will review your request.

To opt out of marketing messages

If you no longer want to receive marketing messages from Vodacom, you can choose to opt out at any time. If you've previously opted in to receive personalised content based on how and where you use our network, you can also opt out at any time.

The easiest way to opt out is by using our marketing preferences page, found under your My Vodacom account settings.

There are also various other ways to opt out:

- Contact our customer services team at 082 135 or customercare@vodacom.co.za.
- Click the link at the end of a marketing email, text or picture message to unsubscribe from that channel
- Change your communication preferences by dialling *135*181#
- Tell the customer care agent if you receive a marketing call
- Disable push notification messages, including marketing messages, at any time in our apps by changing the notification settings on your device or by uninstalling the app
- Contact our customer care team for guidance

If you're opted out of marketing, you may still receive service-related messages.

Please note: You may still receive marketing messages for up to 7 (seven) days after opting out while we update our records.

You may have received marketing from Vodacom even if you're not a customer or have never had contact with us. This is a result of third-party marketing lists which Vodacom may acquire from time to time, stating that you have given permission to be contacted by other organisations. If you've registered with us to opt out of marketing from Vodacom, you shouldn't receive such communications. If you still do, we ask that you let us know immediately by contacting our customer care team on 082 135 or customercare@vodacom.co.za. This will only stop marketing from us and not stop the third parties from sharing your personal information unless you contact them directly.

How to lodge a complaint

If you want to contact us about any of your rights or should you believe that Vodacom has used your personal information contrary to applicable law, you undertake to first attempt to resolve any concerns with Vodacom directly. Kindly contact our customer care team on 082 135 or customercare@vodacom.co.za. We will do our best to help but if you are still unhappy, you can contact the Privacy Office at askpopi@vodacom.co.za. If you are not satisfied with such process, you have the right to lodge a complaint with the Information Regulator at:

The Information Regulator (South Africa)

JD House

27 Stiemens Street

Braamfontein

Johannesburg

2001

Email: enquiries@inforegulator.org.za

Right to restrict use of your personal information

If you feel that the personal information we hold on you is inaccurate, or you believe we shouldn't be processing your personal information, please contact our Customer Services team on 082 135 or customercare@vodacom.co.za to discuss your rights. In certain circumstances, for example where you contest the accuracy of your information, or where Vodacom no longer requires your information for achieving its purpose but must maintain it for purposes of proof, you have the right to ask us to restrict processing.

Right to deletion

Vodacom strives to only process and retain your personal information for as long as we need to. In certain circumstances, for example, where you indicate that your personal information is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or obtained unlawfully, you have the right to request that we erase your personal information that we hold. If you feel that we are retaining your personal information longer than we need, it is worth first checking that your contract with Vodacom has been terminated, which you can do with Customer Services on 082 135 or customercare@vodacom.co.za. If your contract with Vodacom has been terminated, we may still have lawful grounds to process your personal information.

Data Transfer Service

1. You will be able to use the Data Transfer service if you are on the Prepaid, Hybrid and Post-paid payment type.
2. Transfer of Data bundles will be applicable to all once-off & recurring data bundles.
3. You can transfer a data bundle only if you are a Master Account Holder.
4. The following terms are applicable for the Transfer of Data bundles within the following payment types:
 - You can only transfer Data to customers on Post-paid and Hybrid payment plans if you are on a Post-paid payment plan
 - You can only transfer Data to customers on Postpaid and Hybrid payment plans if you are on a Hybrid payment plan
 - You can only transfer Data to customers on Prepaid payment plans if you are also on a Prepaid payment plan
 - You can only transfer Data with customers on NXT LVL price plans if you are also on a NXT LVL price plan
 - o You can transfer data to NXT LVL customers on the Prepaid payment plan if you are also on the NXT LVL Prepaid payment plan
 - o You can transfer data to NXT LVL customers on Hybrid payment plan if you are also on the NXT LVL Hybrid payment plan
 - You can transfer data to customers on the Mobile Broadband data price plan if you are also on a Mobile Broadband data price plan
 - o You can transfer data to Mobile Broadband customers on the Hybrid and Postpaid payment plan if you are on a Hybrid Mobile Broadband payment plan

- o You can transfer data to Mobile Broadband customers on the Hybrid and Postpaid payment plan if you are on a Postpaid Mobile Broadband payment plan
5. You can transfer all paid data bundles free of charge.
 6. You may not transfer all free data bundles.
 7. You may transfer data bundles to a receiving cellphone number only within a pre-set parameter of bundle sizes. The pre-defined allocation bundle sizes will be as follows:

Data
50MB
100MB
250MB
500MB
1GB

8. You can transfer data bundles on a set number of days before expiry:
 - Bundles with validities less than 1 day can be transferRED immediately
 - Bundles with validities greater than 1 day and less than or equal 29 days can only be transferRED 3 days or less prior to expiry
 - Bundles with validities greater than 29 days can only transferRED 5 days or less prior to expiry
9. You will be able to link up to 5 cellphone numbers to transfer data to. You will be able to link/de-link the cellphone numbers after 30 days of linking
10. You will have no limit to the number of times you can transfer a data bundle to linked customers
 - All allocated hourly bundles transferRED to a linked number will be valid for an hour
 - All allocated daily bundles transferRED to a linked number will be valid for a day

- All allocated Weekend bundles transferRED to a linked will be valid for one weekend
- All allocated data bundles with a validity greater than 24 hours transferRED to a linked number will be valid for 7 days

11. A transferRED bundle cannot be further transferRED to someone else by the linked number.
12. A transferRED bundle cannot be Rolled over by the linked number.
13. You can use the following channels to transfer data is:
 - USSD (*135#)
14. In the cases where you transfer a URL based bundles, the receiving number is requiRED to have access to the relevant applications to be able to use the URL based data bundle received.
15. Vodacom reserves the right to amend these terms and conditions and where such change is material, Vodacom will notify its customers of such amendment(s) before they come into force.
16. Vodacom reserves the right to suspend the service in the event of suspected abuse where non-compliant devices (as specified by the regulating body, ICASA) are being used on the Vodacom network.



Mandatory Call Limit

1. In order to protect you from any surprises on your Vodacom bill, all Vodacom Customers are subject to a monthly mandatory call limit for the first 7 (seven) months of your Contract period.
2. The removal of the call limit may be possible after 7 (seven) months depending on assessment of your overall cREDit profile. If your account is already 7 (seven) months old and an additional line is added onto your account, the limit will remain in place for a minimum of 4 (four) months on the additional line.
3. The call limit is prescribed by Vodacom and is set on the usage of your cellphone e.g. calls, Data and SMSs only.
4. You will receive threshold SMS notifications at pre-specified intervals based on your usage.
5. Once your call limit has been reached, you will not be able to make calls, send Vodacom SMSs or use Data until the start of the new month. You will however still be able to receive calls and SMSs during this time and make calls to the 112 Emergency Services and 082 135 Vodacom Customer Care line.
6. If you are consistently exceeding your limit, you may want to consider migrating to a higher Tariff. Note: you may only migrate your Tariff Plan after a period of 7 (seven) months.
7. The call limit is not a guaranteed service and you will remain liable for all charges incurRED, whether in excess of the limit set or not.

Mandatory Account Limit

1. All Vodacom Customers are subject to a mandatory account limit.
2. The account limit is prescribed by Vodacom and is set on the usage on your account (including the usage of all cellphone numbers linked to your account).
3. An account limit will remain unchanged for a period of 6 (six) months where the limit will be adjusted on a monthly basis according to your overall cREDit record.
4. You will receive threshold SMS notifications at pre-specified intervals based on your usage.
5. Once your account limit has been reached, you will not be able to make calls or send SMSs until the start of the new month or a payment is received. You will still be able to receive calls and SMSs during this time and make calls to the 112 Emergency Services and 082 135 Vodacom Customer Care line.
6. The account limit is not a guaranteed service and you will remain liable for all charges incurRED, whether in excess of the limit set or not.



Number Portability

1. You accept and acknowledge the following:
 - 1.1. To collect any messages or any other information stored by the donor network which may be lost when the cellphone number's ported (only applicable to Network port requests);
 - 1.2. That any credit and/or unused usage allowances will be lost when the Cellphone Number is ported (only applicable to Network port requests);
 - 1.3. That you will not be able to port your Cellphone Number to a different network operator within 60 (sixty) days from requested port date (only applicable to Network port requests);
 - 1.4. That all products and/or services provided by the donor network/service provider may not be provided when the Cellphone Number is ported;
 - 1.5. That you may still be liable in terms of any Contract which you may have with the donor network and/or service provider.



International Roaming

Vodacom's international roaming services lets 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?

1. Confirm that Vodacom has a roaming agreement with the country you wish to visit by calling us at the Vodacom Call Centre on 082 135 or visiting vodacom.co.za
2. Make sure you activate international roaming at least 7 (seven) days before you depart.
3. Clear international call barring by dialling #331*1351# or give us a call at the Call Centre on 082 135, free from your Vodacom cellphone in South Africa.

How do I activate the international roaming service?

1. Contract:
*135# > "Buy" > "International roaming" My Vodacom App>
2. "My Account" > Roaming > International roaming > Activate roaming
3. Prepaid:
*135# > "Buy" > "International roaming" My Vodacom App> "My Account" > Roaming > International roaming > Activate roaming
International roaming is already active for all new prepaid customers from June 2018.
4. Topup:
International roaming is already activated for Topup customers.ers.

What do I do when I arrive abroad?

1. 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.
2. On start up, your cellphone will search and automatically select a local network to roam on.
3. In the event that a local network is not automatically selected, consult your user manual on how to search for networks manually.
4. As a Vodacom Contract, Prepaid or uChoose 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.

LTE

If you arrive in a foreign country with your LTE device and you are not sure if LTE coverage is available or cannot attach to the roaming service, then deselect LTE service in your network connection selection field and select 3G service. Switch off your device/phone and do a complete restart (establish new network session). You should be able to connect via the 3G service in the foreign country.

What do I do when I return home?

1. 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.

LTE

If you are an LTE device owner and have deactivated the LTE service in your network connection selection field while roaming abroad, then restore LTE for your preferRED network connection in SA.

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 uChoose and Prepaid Customers. So if you're a uChoose 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 082 135 to check if your international calling service has been activated.

How much does it cost?

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

Travel Data Bundles and All for you bundles

Travel Data bundles were launched on 1GB and 5GB options. Postpaid (Red and Smart) customers could only opt-in to the 1GB bundle via USSD.

Postpaid (Red and Smart), Prepaid & Hybrid customers will now be able to activate a Travel Data bundle via the below channels:

- USSD - *135# > Buy > Roaming > Travel data bundles
- My Vodacom App > Buy > International roaming



Auto-allocation on the Travel Data bundle upon depletion i.e. when customer depletes the existing bundle, no OOB rates should apply, auto-allocation should be immediate (same day).

Travel Data bundles Opt in via USSD and My Vodacom App is available for Contract, Prepaid and Hybrid customers.

Customer do not need to opt-in multiple times for the bundles. As a service, the bundles will remain the customer's international roaming service until the customers opt-out of the bundles.

Customers are auto-allocated the same bundle upon depletion or bundle expiry so customers do not need to opt-in for the same bundle. Customers will receive an error message when opting for the same bundle they're already opted-in for.

The New All for You bundles are available to Postpaid, Prepaid & Hybrid customers

How does it work?

A Postpaid customer will need to have basic Roaming activated before attempting to purchase a Travel data bundle.

Customer will receive the below SMS confirmation:

"Roaming has been successfully activated"

You have successfully opted in to Travel Data bundle. You will enjoy 1GB/5Gig data for 7 day/s in roaming countries. Visit www.vodacom.co.za/sl/traveldata

Where a customer does not have Roaming active and would like to activate the Travel data bundle, please follow the existing process to activate Roaming (Authentication must be applied).

For customers that require assistance, please guide them on how they can self-activate Travel Data or the All for you bundles via USSD or the My Vodacom App.

Note: Follow existing processes for any allocation and billing issues.

Below are the available Travel Data options for Postpaid, Prepaid & Hybrid:

Product	New Allocation	New Validity	New Price
Travel Data Bundle	1GB	7 days	R99
Travel Data Bundle	5GB	7 days	R349

Product	New Allocation	New Validity	New Price
All for you bundle 5GB + 200Min	5GB + 200Min	7 days	R549
All for you bundle 1GB + 100Min	1GB + 100Min	7 days	R199

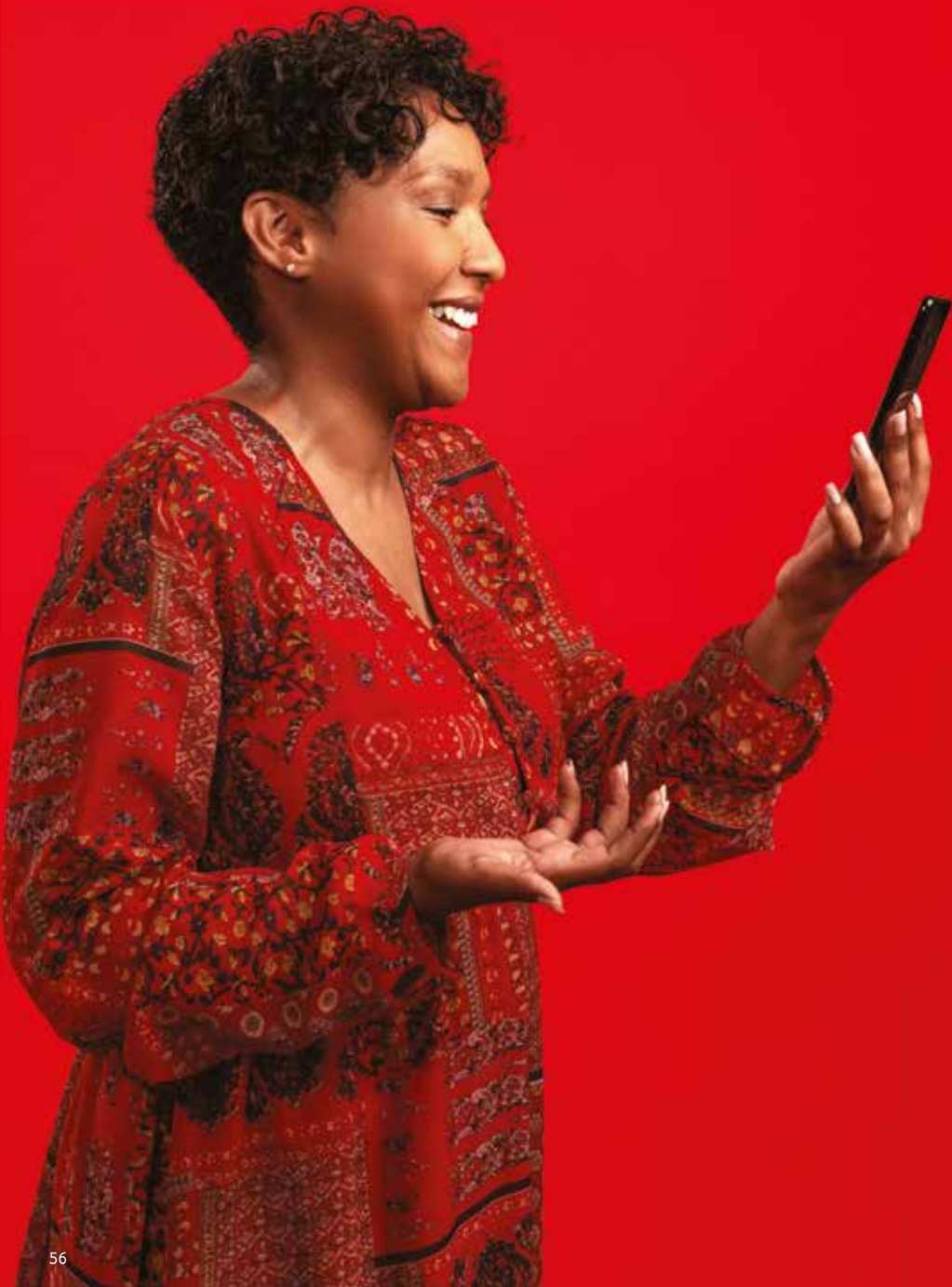
Device Warranty

1. The warranty from date of purchase lies with the relevant manufacturer for the duration of the implied warranty period between 6 and 36 months, depending on the manufacturer and is subject to the manufacturer Terms and Conditions.
2. Kindly refer to your Manufacturer User Guide for additional information. It is advisable to keep this guide in a safe place.

Handsets (excluding iPhone)/Data cards/modems, routers and any IOT (Internet of things) devices:

1. The warranty from date of purchase lies with the relevant handset manufacturers for the duration of the implied warranty period between 6 and 36 months, dependent on manufacturer.
2. An "Out-of-Box Failure" (OBF) is defined as a new handset/modem/router and or any IOT (Internet of Things) devices that is found to be technically faulty within 7 (seven) days of purchase.
3. 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 (Pty) Ltd warehouse.
4. Kindly refer to your Manufacturer User Guide for additional information. It is advisable to keep this guide in a safe place.
5. Please Note: Terminology used to refer to OBFs may vary from manufacturer to manufacturer (e.g DAP - Defective After Purchase).
6. 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.





Out-of-box failure

1. The item must be returned within 7 (seven) calendar days from the date of purchase that is printed on the official invoice/delivery note (proof of purchase). Please note that the device must be one that has been supplied by a Vodacom Retail Warehouse.
2. The original invoice (proof of purchase) as received at point of sale must be supplied.
3. All devices shall be subjected for an assessment, this is to verify the faults reported by the customer before conducting an exchange. This assessment may take up to 7 (seven) calendar days. (Timeframe may be influenced by location, courier delays and/or public holidays).
4. 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. A software upgrade will be performed free of charge in an attempt to resolve the fault.
 - b. Should this software upgrade fail to resolve the fault, and the device renders faulty within a 14-day period from the date of purchase, the device will then be approved as an OBF. The consumer must retain their proof of receipt of the device when the device is issued back to them after the software upgrade.
5. Items that qualify as OBF will only be swapped for the same make and model, however, should a consumer wish to take another make or model, they will have to pay the difference.
6. The original contents of the 'box', (device, original battery, original charger, manual and any other accessories) must be complete and the packaging intact/in a good condition.
7. The IMEI number on the box must match the IMEI number on the device.

Laptops, Notebooks and Desktops

The Computer (laptop or desktop) is supplied with a pre-loaded Windows Operating System, but without any additional software. The Computer is not pre-loaded with anti-virus software.

The Computer (laptop, notebooks or desktop) is not covered by the Vodacom Device Warranty Agreement. The warranty is provided by the manufacturer thereof.

Any Service and/or repair under warranty is free. Out of warranty repairs on Notebook and Tablets will be quoted for by the service provider and/or manufacturer. This is for the consumer's account

Refer to the manufacturer information booklets that accompany the product for a full view of Terms and Conditions applicable to your product

Physical damage - all devices

The physical condition of the device must be in a good as new condition to qualify for the OBF criteria. 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.

Servicing your iPhone

Your iPhone 4G comes with a 1 (one) year warranty. Please refer to the warranty information included in your iPhone 4G packaging for further details. All faults detected with your iPhone 4G must be referred to a Vodacom Repairs outlet. Dial 082 1944 Vodacom Repairs free from a Vodacom cellphone, to locate your nearest Vodacom Repairs outlet.

Vodacom Repairs provides a "one-stop" quality cellular repair facility to ensure that our valued Vodacom Customers are put back on the air as quickly as possible. Thus ensuring continued Customer loyalty through world-class Customer Service at all times.

Our Vodacom Repairs Franchise offers both in and out-of-warranty repairs on all major cellular brands that have been either supplied or distributed by Vodacom. The Vodacom Repairs technical staff have all been fully trained in accordance with the requirements laid down by the manufacturer, as well as on the GSM technical and manufacturers testing equipment, and on the software upgrade systems.

In-warranty and Out-of-Box failures:

The Vodacom Repairs agent must screen the iPhone 4G for possible physical or liquid damage. If no physical or liquid damage is detected and the warranty is confirmed, you will be provided with a

Replacement iPhone 4G within 48 hours of your iPhone 4G being booked in at a Vodacom Repairs outlet.

Out-of-warranty failures:

In the event that the 1 (one) year warranty period has lapsed, or physical/liquid damage on the iPhone 4G is detected; you will be given the option to purchase a Replacement iPhone 4G from the Vodacom Repairs outlet.

Important information:

1. Any unauthorised repair or physical/liquid damage to your iPhone 4G voids the warranty.
2. The replacement iPhone 4G is not a new unit and does not include the accessories that were initially supplied with your iPhone 4G.
3. Please ensure that the replacement unit has been activated before leaving the Vodacom Repairs outlet as your SIM card needs to be paired to the replacement unit before use.
4. We strongly recommend that you insure your iPhone 4G against theft or damage by contacting the Vodacom Repairs outlet.

Applicable to iPhone

Please ensure that you have read through and understood the Terms and Conditions pertaining to your iPhone Contract.

You will need:

- A PC/laptop connected to the Internet
- Your iPhone 4G
- Your Vodacom SIM card
- USB cable (included in packaging)

STEP 1: Go to <http://www.apple.com/itunes/download/> on your PC/laptop Internet browser to download iTunes.

STEP 2: Select "Download iTunes Free". NOTE: You will NOT pay for the iTunes software – but may incur normal Data charges for the approximately 60MB downloaded.

STEP 3: When prompted to Run or Save the file, select Run and iTunes will be installed on your PC/laptop.

STEP 4: Ensure that your iPhone 4G has been charged (can be charged for approximately 15 minutes to complete the activation process).

STEP 5: Insert your Vodacom SIM card into your iPhone 4G (refer to manual for instructions), switch

the cellphone on and enter the PIN.

STEP 6: Connect your iPhone 4G with the USB cable, to your PC/laptop.

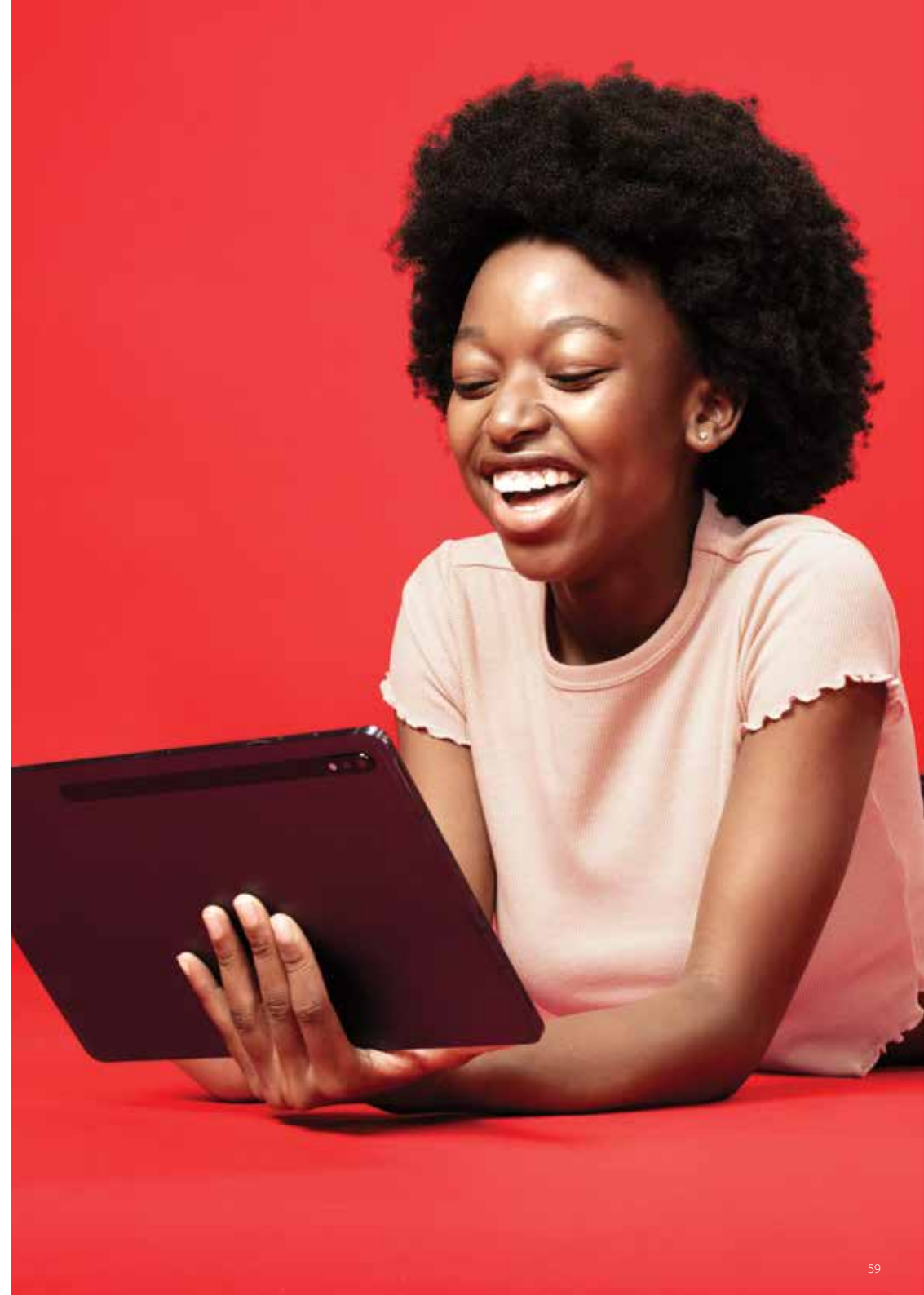
STEP 7: iTunes will detect the cellphone automatically and connect to the Apple Database. You may be required to provide additional personal information to complete the activation process.

STEP 8: iTunes will confirm if your specific iPhone 4G has the latest software installed. If not, it will ask to download/install the latest software version. Depending on your Internet access/speed, this process could take up to two hours.

NOTE 1: The iPhone 4G cellphone activation or cellphone software upgrade process should NOT be interrupted! Disconnecting the USB cable during these processes may damage the iPhone 4G.

NOTE 2: If the iPhone 4G ever becomes 'inactive' (i.e. does not display the 'icons' after switching it on), SIMply activate it again.

NOTE 3: If you do not complete the activation process, your iPhone 4G will ONLY be able to make emergency calls to your Service Provider.



Vodacom Insurance Products

Did you know?

Vodacom is now licensed to provide long-term and short-term insurance products. You might be familiar with some of our short-term products which cover handset, laptops and other mobile devices and some of our long-term products. It is our goal to ensure that our insurance products add value, are relevant and most importantly are cost effective.

The existing short-term range of products currently includes:

- **Vodacom Device Insurance**
 - **Accidental Damage**
 - **Comprehensive Laptop or Tablet Insurance**
 - **Comprehensive Cellphone Insurance**
 - **Specified InsuRED Extras**
- **Vodacom QuickSIM Cover**
- **Vodacom Contract Cover**

If you have selected any of the above products your full terms and conditions are overleaf. Please read and understand your terms and conditions.

We also have a range of life cover and funeral cover products. We will make these products available to you to give you the opportunity to take advantage of our products and benefits, exclusive to Vodacom customers.

For more information on all our products, please visit www.vodacom/insurance.co.za

Insurance Terms and Conditions

Vodacom Device Insurance

These are the terms and conditions of Your Vodacom Device Insurance Policy. It is important that You read and keep this document in a safe place. The insurer is Vodacom Insurance Company (RF) Limited, a registreRED insurance company. Finrite Administrators (Pty) Ltd, an authorised financial services provider, has been appointed to administer this Policy.

Definitions

1. **“Accident”** means known and identifiable unintended sudden and unforeseen event. “Accidental” has the corresponding meaning.
2. **“Accidental Damage”** means physical damage or destruction of the Device caused by an Accident.
3. **“Device”** means the Cellphone or Laptop or Tablet, or Specified InsuRED Extra identified via the International Mobile Equipment Identity number or via the serial number, which is used by the Authorised User and specified as the item insuRED under this Policy.
4. **“Authorised User”** refers to the person nominated by You to use the Device insuRED under this Policy.
5. **“Contract Subscriber”** means a Vodacom customer who has enteRED into a Subscriber Agreement with Vodacom.
6. **“Loss”** means the sudden and unforeseen physical loss of the Device. “Lost” has the corresponding meaning.
7. **“Maximum Limit of Indemnity”** means the maximum amount that We will pay out which will be determined by Your Premium Band and will not be greater than the Sum InsuRED as defined, at the time of Loss, Theft or Accidental Damage.
8. **“Policy”** means this agreement between You and Vodacom Insurance Company (RF) Limited, together with the schedule hereto.
9. **“Policyholder”, “You”, “Your”** is the person in whose name the Policy is issued.

10. **“Premium Band”** is determined by the retail price of the Device inclusive of VAT at the time of inception of this Policy and defines the Premium payable under this Policy. For Specified InsuRED Extras, the Premium Band is determined by the cumulative value of all specified items, based on the retail price of the items inclusive of VAT at the time of inception of this Policy.
11. **“Prepaid Subscribers”** refers to Vodacom customers who pay as they go for mobile airtime, and who have not enteRED into a Subscriber Agreement with Vodacom.
12. **“Good-As-New Device”** means a device that has been refurbished, tested and restoRED to full working condition.
13. **“SIM Card”** for Contract Subscribers means the SIM Card encoded with the cellular telephone number listed on the attached Policy schedule and issued in terms of the Vodacom Subscriber Agreement. For Prepaid Subscribers this means the Prepaid SIM Card encoded with the cellular telephone number listed on the attached Policy schedule and issued in terms of a Vodacom PrePaid starter pack.
14. **“Specified InsuRED Extras”** is an optional benefit that can be selected together with the Comprehensive Cellphone Insurance cover option. This includes Wearables. All Specified InsuRED Extras must be listed on the attached schedule and identified via a serial number.
15. **“Subscriber Agreement”** means the contract enteRED into between You and Vodacom pursuant to which Your SIM Card is activated by Vodacom and Your Device is enabled on the Vodacom cellular telecommunications service and any related services on the Vodacom network.
16. **“Sum InsuRED”** means the retail price of the Device inclusive of VAT at the time of Loss, Theft or Accidental Damage.
17. **“Theft”** or **“Stolen”** means the unlawful act of taking possession of the Device with the intention of permanently depriving the Customer of that Device.
18. **“Unauthorised Usage”** means charges for SMS, calls or Data incurRED as a direct result of Loss or Theft of Your Device.

19. **“Vodacom”** means Vodacom (Pty) Ltd
20. **“We”, “Us”** refers to the insurer, Vodacom Insurance Company (RF) Limited or the administrator, Finrite Administrators (Pty) Ltd, as applicable.
21. **Wearables** refer to an electronic items that can be worn on the body as an accessory used in conjunction with the Cellphone. A defining feature being the ability to connect to the internet, enabling data exchange and includes items such as the Samsung Galaxy Gear Fit, Apple Watch, earphones and digital media players, such as Apple TV.

Vodacom Device Insurance is a monthly renewable insurance Policy that provides cover against Accidental Damage, Theft or Loss of the insuRED Device.

IT IS VERY IMPORTANT TO NOTE THAT:

YOUR CLAIM WILL NOT BE PAID IF THE VODACOM SIM CARD LISTED ON THE ATTACHED SCHEDULE IS NOT IN USE WITH THE INSURED DEVICE AT THE TIME OF ACCIDENTAL DAMAGE, THEFT OR LOSS.

What are You coverED for?

There are different cover options under Device Cover. These options may be selected as stand-alone options or they may be taken as a combination as follows:

1. **Accidental Damage** – this is a standalone benefit option. It is applicable to the insuRED Device.
 - a. If Your Device can be repaiRED we will pay the costs reasonably incurRED to restore it to the condition it was in immediately before the Accidental Damage occurRED.
 - b. If Your Device is beyond economic repair (as determined by an authorised Vodacom repair centre), We will replace Your Device with a new device of the same or SIMilar type or a Good-As-New Device of the same type, subject to the Maximum Limit of Indemnity.
 - c. You will not be able to claim under this benefit option if You are unable to provide us with the damaged Device.

2. **Comprehensive Laptop or Tablet Insurance** - this is a standalone benefit option. It is applicable to the insuRED Device – specifically relating to a laptop, tablet or other portable device.

- a. This benefit option covers you for Accidental Damage as indicated above and it also covers you for instances of theft and loss.
- b. If Your laptop, tablet or portable device is lost or stolen We will replace Your Device with a new device of the same or SIMilar type or a Good-As-New Device of the same type, subject to the Maximum Limit of Indemnity.

3. **Comprehensive Cellphone Insurance**

– this is a standalone benefit option. It is applicable to the insuRED Device – specifically in respect of a cellular phone.

- a. This benefit option covers you for Accidental Damage as indicated above and it also covers you for instances of theft and loss.
- b. If your Cellphone is lost or stolen We will replace Your Device with a new device of the same or SIMilar type or a Good-As-New Device of the same type, subject to the Maximum Limit of Indemnity.
- c. We will not replace Your Cellphone with more expensive model if Your model is still available.
- d. Whilst it is not a condition for cover, We encourage You to manage Your damage risk by making use of a cellular phone screen protector and a cellular phone cover to help protect your cellphone. In some instance, at Our discretion, We may supply a screen cover and cellphone cover for this purpose.

4. **Specified InsuRED Extras** – this is not a stand-alone product and can only be selected if the Comprehensive Cellphone Insurance benefit is selected.

- a. If Your Specified InsuRED Extra device can be repaiRED, we will pay the costs reasonably incurRED to restore it to the condition it was in immediately before the Accidental Damage occurRED.

- b. If Your Specified InsuRED Extra device is beyond economic repair (as determined by an authorised Vodacom repair centre), We will replace Your device with a new device of the same or SIMilar type or a Good-As-New Device of the same type, subject to the Maximum Limit of Indemnity.
- c. If your Specified InsuRED Extra device is lost or stolen We will replace Your device with a new device of the same or SIMilar type or a Good-As-New Device of the same type, subject to the Maximum Limit of Indemnity.

5. **Summary of Benefit Options and Cover:**

	Cover Options			
	Accidental Damage Insurance (Stand-alone)	Comprehensive Cellphone Insurance (Stand-alone)	Specified InsuRED Extras (Not stand-alone. Can only be selected with Comprehensive Cellphone)	Comprehensive Laptop and Tablet Insurance
Accidental Damage	Yes	Yes	Yes	Yes
Theft	No	Yes	Yes	Yes
Loss	No	Yes	Yes	Yes

- As an added benefit You will be coverRED for worldwide trips for up to 30 days per trip travelling abroad, as long as Your Device is in use with Vodacom SIM listed on the attached schedule. You will need to activate roaming in order to enjoy this benefit.
- In the event of a successful claim, We will repair or replace your Device at our option. We will not pay out a cash settlement.

What are You not coverRED for?

1. **Theft, Loss or Accidental Damage while Your insuRED Device is being used with any other SIM Card which was not listed on Your Policy schedule.**
2. **Any claim where there was no usage on the Vodacom SIM Card listed on the attached schedule that is used together with the insuRED Device, for a period of 7 (seven) days prior to date of Loss, Theft or Accidental Damage.**

3. Loss or damage resulting from political or non-political riot, strike or civil commotion, public disorder, war, terrorism or public violence or which is insurable by SASRIA (South Africa Special Risks Insurance Association).
4. Any costs of replacing, reinstating or making good wear and tear, gradual deterioration, scratching of outer casings, aerials or keypads.
5. Loss, damage or failure of batteries, other than when they are Stolen or lost together with the insuRED Device listed on application form.
6. Any consequential loss or damage.
7. Any claim arising from abuse, misuse or neglect of the insuRED Device.
8. Loss, damage or failure for which the manufacturer or supplier is liable, or which is coverRED by a current maintenance contract or warranty.
9. Loss of, damage to or corruption of data as a result of electronically conveyed viruses or defects in design or manufacture.
10. Loss of data, personalised ringtones or graphics, downloaded material and apps or software.
11. Any claim in respect of any additional equipment or accessories not coverRED under the Specified InsuRED Extras cover option, including but not restricted to carrying cases, battery chargers, hands-free kit, external antennae or car kits.
12. Theft or Loss of the insuRED Device that was not reported to the police within 48 (forty-eight) hours after it was Stolen or Lost.

How to Claim

1. If the insuRED Device is Lost, Stolen or damaged You must report the claim to Us as soon as possible after discovery of the Loss, and within 30 (thirty) days of the claim event occurring.
2. In the event that Your Device is Stolen or Lost You MUST:
 - Report this to the South African Police Services and obtain a case number;

- In the event of cellphones, laptops or tablets, block the SIM Card listed on the Policy by phoning 082 135.
 - In the event of cellphones, laptops or tablets, blacklist the Device and obtain an I.T.C. reference number by phoning 082 135.
3. Obtain a claim form by phoning 082 1952 or by visiting your nearest Vodacom dealer. A claim form must be completed and sent to Us within 30 (thirty) days of the claim occurring, containing all the necessary information as indicated above.
 4. You must give all reasonable assistance in the recovery of the Lost or Stolen Device and identification thereof.
 5. If We paid Your claim in respect of a Lost or Stolen Device, and Your Device is recoverRED, the recoverRED Device becomes Our property. If You are given a replacement device in respect of a Device which is beyond economical repair, the damaged Device becomes Our property and must be handed to the Vodacom dealer that provided Your replacement device.
 6. We must be in possession of the damaged Device in the case of Accidental Damage claims.
 7. In the event of Your claim being the subject of a dispute or is rejected by Us You may make representation to Us. If You are dissatisfied with the outcome of Your claim, You are entitled to approach the Short Term Insurance Ombudsman at:
 - Telephone: 011 726 8900
 - Fax: 011 726 5501/011 674 0951
 - E-mail: info@osti.co.za
 8. You have 90 (ninety) days from the date of receipt of the notice of rejection or dispute from Us to lodge such representation. In the event of a dispute being unresolved, you must take legal action by way of summons against Us within 180 (one-hundred-and-eighty) days after expiry of the initial 90 (ninety) day period, failing which You will forfeit Your claim and no liability can arise in terms of such a claim.

- Should You fail to collect a Device which has been repaired or replaced within 60 (sixty) days from date of Loss, You will forfeit the claim and the Device will be sold or returned to stock to defray expenses.
- If Your Premiums in respect of this Policy are in arrears all outstanding Premiums must be paid in order for Us to assess a claim.
- NOTE: If We replace Your Device, We may either issue a new device of the same or similar type or We may issue a Good-As-New Device of the same type.

Excess payable by You when claiming

- The excess: The excess is the first amount payable by You and is set out below.
- Your basic excess depends on whether Your Device is repaired, replaced with a Good-As-New Device or replaced with a new device as follows:

Comprehensive Cellphone Insurance and Comprehensive Laptop and Tablet Insurance			
Premium Band (As indicated on your Policy Schedule)	Cover Amount	Excess payable by You	
		Repair/Replace with a Good-As-New Device	Replace with a new Device
0	R0 – R750	R50	15% of Replacement Cost OR R100 (whichever one is higher)
1	R751 – R1 500	R100	
2	R1 501 – R2 500	R200	
3	R2 501 – R3 500	R300	
4	R3 501 – R5 000	R400	
5	R5 001 – R7 500	R450	
6	R7 501 – R10 000	R500	
7	R10 001 – R15 000	R550	
8	R15 001 – R20 000	R650	
9	R20 001 – R25 000	R700	
10	R25 001 – R30 000	R750	
11	R30 001 – R35 000	R1 000	
12	R35 001 – R40 000	R1 000	
13	R40 001 – R45 000	R1 000	
14	R45 001 – R50 000	R1 000	

Accidental Damage Insurance			
Premium Band	Cover	Excess payable by You	
		Repair/Replace with a Good-As-New Device	Replace with a new Device
0	R0 – R2 500	R200	15% of Replacement Cost OR R100 (whichever one is higher)
1	R2 501 – R5 000	R400	
2	R5 000 – R10 000	R500	
3	R10 000 – R20 000	R650	
4	R20 000 – R30 000	R750	
5	R30 001 – R35 000	R1 000	
6	R35 001 – R40 000	R1 000	
7	R40 001 – R45 000	R1 000	
8	R45 001 – R50 000	R1 000	

Specified Insured Extras			
Premium Band	Cover	Excess payable by You	
		Repair/Replace with a Good-As-New Device	Replace with a new Device
0	R0 – R5 000	R400	15% of Replacement Cost OR R100 (whichever one is higher)
1	R5 000 – R10 000	R500	
2	R10 000 – R15 000	R550	

- Your basic excess will be doubled if You claim within the first 60 (sixty) days of date of inception of this Policy. However, for Contract Subscribers, the double excess will not be applicable if the insurance inception date coincides with Your Subscriber Agreement. For Prepaid Subscribers, the double excess will not be applicable if the insurance inception date coincides with the date of purchase of the Device.
- Your excess will be doubled if Your claim occurs within 12 (twelve) months of a previous successful claim for the same benefit option on this Policy.
- If the replacement cost of the Device is greater than the Maximum Limit of Indemnity, You will have to pay the difference.

What must You remember?

This Policy only covers the insured Device(s), used TOGETHER WITH the Vodacom SIM Card listed on the attached schedule. It is Your responsibility to let Us know in writing or by phoning Us on 082 1952, if You are changing or upgrading Your Device insured under this Policy. In such instances, this may lead to a new Policy, a change in Premium and benefits and Policy terms and conditions.

General conditions

1. Other insurance:

If the insured Device is covered for Theft, Loss or Accidental Damage by any other insurance Policy, We shall only be liable for a pro rata portion of the claim, excluding the excess, which is payable by you.

2. Cancellation of the Policy

- If You cancel Your Policy at any time, Premiums paid will not be refunded to You as You would have had the benefit of cover.
- All cancellation requests must be made in writing or by phoning Us on 082 1952.
- If Your SIM Card is barred, soft locked or disconnected by Vodacom, the cover provided by Your Policy will be suspended until such time as Vodacom reinstates Your service.
- We have the right to cancel Your Policy subject to 30 (thirty) days notice, either in writing or telephonically.

3. No rights to other persons

You may not transfer any rights under this Policy to any third party.

4. Changes to Your Policy

We have the right to amend Your Premium and terms and conditions at any time subject to 30 (thirty) days written notice.

5. Premiums

- Your Policy remains in force for as long as Your Premiums are paid.
- In the event that Your Premiums are not paid, You MUST pay within 30 (thirty) days from the date the Premium was due to maintain Your Policy.
- If no Premium is received within that time, Your Policy will be cancelled retrospectively.
- All Premiums must be paid in full before any claim is investigated.
- We have the right to change Your Premium at any time subject to 30 (thirty) days written notice to You.
- If Your Subscriber Agreement goes into arrears, your insurance Policy will be impacted and may be terminated. Vodacom will inform You when your Subscriber Agreement goes into arrears. At such time you are required to contact Us to make alternate arrangements for Premium payment.

6. Duty to safeguard Your Cellphone

You shall at all times take reasonable steps to safeguard the insured Device(s) from Loss, Accidental Damage or Theft.

Misrepresentation, non-disclosure or false declaration

- Any material misrepresentation, non-disclosure or false declaration shall render the Policy as a whole, voidable from date of inception at the instance of the insurer. In such an event:
- You will be liable to reimburse any amounts paid to You under this Policy to Us; and
- We will not be obliged to pay any claim lodged under this Policy.

- If there are false declarations made at the time of claiming which results in fraud, all benefits under this Policy shall be forfeited and Your Policy will be cancelled with immediate effect.

Report all claims to:

Scheme Administrator

Finrite Administrators (Pty) Ltd

Tel: 082 1952

Fax: 011 546 9000

Email:
claims.deviceinsurance@vodacom.co.za

Vodacom Contract Cover

Terms and Conditions

These are the terms and conditions of your Vodacom Contract Cover Policy. It is important that you read and keep this document in a safe place. The insurer is Vodacom Life Assurance Company (RF) Limited, a registered insurance company.

On receipt of the cover activation SMS, please ensure that you review the terms and conditions in detail as well as the information you provided to us. Contact us immediately if you find any inaccuracies or require us to clarify anything for you.

To be eligible for cover under the policy, you must meet the following conditions at the start date:

- You must be at least 18 years old and not older than 63 years of age;
- You must have a contract (Postpaid, TopUp or uChoose) with Vodacom (Pty) Ltd.
- The insurance cover is optional and you must agree to the terms and conditions of the policy.

By accepting these terms and conditions, you are acknowledging that:

- You have accepted the cover and that you understand all the features, benefits, limitations and costs associated with the Vodacom Contract Cover.
- You give Vodacom Life Assurance Company

permission to add a monthly Premium of R9,99 to your Vodacom contract bill.

- You have considered and found this specific product to be applicable to your current financial needs, objectives and circumstances.

SECTION A – POLICY BENEFITS

a) WHAT WE WILL PAY FOR

- If you should die during the period of insurance, we will pay a lump sum benefit equal to all the subscription fees and device financing costs in respect of the outstanding term of your Vodacom contract. This benefit will be paid to Vodacom (Pty) Ltd in order to fulfil your contractual obligation to Vodacom (Pty) Ltd.
- An amount of R5,000 will also be paid to your chosen beneficiary or to your estate, if a beneficiary is not chosen to assist with any death related costs.
- The rights under this policy are limited to your Vodacom contract. This policy cannot be used to protect any person other than you

b) WHAT WE DO NOT PAY FOR

This policy is limited to Death only claims and does NOT provide cover for disability or retrenchment.

We will also not pay any benefit if your death arises directly or indirectly from any of the following:

- War, riot, radioactive contamination, nuclear accidents and similar risks;
- Use of nuclear, biological or chemical weapons, or any radioactive contamination;
- Attacks on or sabotage of facilities (including but not limited to nuclear power plants, reprocessing plants, final repository sites and research reactors) and storage depots which lead to the release of radioactivity or nuclear, biological or chemical warfare agents;

SECTION B – TERRITORIAL LIMITS

Cover under this insurance policy is restricted to within the Republic of South Africa. Cover will only be extended to outside of the Republic of South

Africa if you are a lawful resident of the Republic of South Africa.

SECTION C – CLAIMS

Should you die, your chosen beneficiary can email us at deceased@vodacom.co.za to lodge a claim. The death notification must be accompanied by the following documents:

- Vodacom Contract Cover Claims Form
- Certified copy of death certificate of the deceased
- Certified copy of ID of the deceased

The Vodacom Legal team will submit a claim on your behalf (the account holder) directly to Vodacom Life Assurance Company after validating that you have passed on. Vodacom (Pty) Ltd will settle and close the account upon receipt of claims approval from Vodacom Insurance Finance team. An amount of R5,000 will also be paid to your chosen beneficiary or to your estate, if a beneficiary is not chosen to assist with any death related costs. Your number will be changed to a prepaid number (if requested to do so) and the device will be left with your beneficiary.

Claim notification period

Your chosen beneficiary must submit the claim as soon as reasonably possible up to a maximum of 180 (one hundred and eighty) days from the date of the event giving rise to the claim.

SECTION D – WHEN THE COVER ENDS

Your insurance cover will end, and no further benefit will be payable as soon as one of the following happens:

- A benefit is paid in respect of your death;
- If you cancels the insurance contract by calling 082 135 or by visiting the Vodacom shop;
- The date your device contract ends with Vodacom (Pty) Ltd.

Please note that when your insurance cover under this policy ends it will not have a cash value.

SECTION E – CESSION

You do hereby under this policy and in terms of this cession, cede, assign and transfer all your

rights, title and interest in and to this Policy, to and in favour of Vodacom (Pty) Ltd as collateral security for the outstanding term of your device contract.

SECTION F – GENERAL CONDITIONS

Cancellation of cover

You can cancel your policy at any time after receipt of your cover activation SMS. The policy has a cooling off period of 30 days. You will receive a refund of any Premiums already paid unless the insurer has already been notified of a claim.

General: After this initial 30 day cooling off period this policy may be cancelled by you at any time by visiting Vodacom shop or phoning our call centre. If you cancel your policy after the cooling off period, the Premiums paid will not be refunded to you as you would have had the benefit of cover. The agreement will come to an end immediately and no cover will be provided after that date.

We have the right to cancel your policy either in writing or telephonically subject to 30 (thirty) days' notice.

Premium payments

- If Vodacom Life Assurance Company does not receive the Premium payment on the due date, you will not have cover for the period for which you did not pay. Vodacom Life Assurance Company will allow at least a 30-day period of grace for the payment of Premiums.
- The 30-day period of grace applies from the date the Premium was due. If Vodacom does not receive the Premium payments for 2 months in a row, the policy will be cancelled automatically.
- For an account in arrears but within a grace period and where Vodacom (Pty) Ltd has not cancelled the contract (i.e. in good standing), Vodacom Life Assurance Company will honour the claim in full.
- Insurance cover is automatically suspended if the SIM card is barred or disconnected by Vodacom (Pty) Ltd.

Age limitation

You can apply for cover from the date of your 18th birthday.

Fraudulent Claims

If any claim under your policy involves fraud, misrepresentation or false information, the agreement may be cancelled. In this case, no payouts will be made, and no monthly payments will be refunded.

Change of Details

It is your responsibility to inform us immediately in writing of any changes to the original details supplied on your application for this policy.

Changes to Your Policy

We have the right to change the terms and conditions, the Premium rate, or cancel your policy. If we do, you will be advised in writing at least 30 days before the change or cancellation takes effect.

SECTION G – COMPLAINTS & COMPLIANCE

Complaints & Queries

We appreciate you as a client, so if at any point you are unhappy with any aspect of our service or the benefit offering, please give us a chance to resolve the matter. To ensure our focused attention, please use the following contact details if you have any query or complaint about this policy:

Call: 082 135

Disputed Claims

Should your beneficiary wish to dispute the claim decision, they have to do so within 180 days of receiving a formal communication about the outcome of the claim. They must submit the reasons for the dispute in writing for it to be re-assessed. If they would like to institute legal proceedings, it must be done within 180 days of receiving a formal communication of the claim outcome.

Should you still be dissatisfied with the outcome, you can direct complaints about our services to the FAIS Ombud and complaints about our products to the Ombudsman for Long-Term Insurance using the following contact details:

- Telephone: 0860 103 236
- Fax: +27 21 674 0951
- E-mail info@ombud.co.za
- Address: Private Bag x45, Claremont, 7735

Confidentiality and sharing of information

By taking out this policy, you hereby authorize Vodacom Life Assurance Company to obtain personal information from you, and when required, to share it with our third party service providers for the purposes of providing the services and benefits to which this Policy relates.

Your personal information will be stored, processed and used only by our service providers to the extent that is necessary to provide the contracted services. Please refer to our privacy notice on the Vodacom website for a description of how we process your personal information.

Vodacom Quick SIM Cover

This policy covers:

- 1. SIM card**
 - 1.1. If Quick SIM has been selected on the attached schedule, then the SIM card as defined is covered against sudden and unforeseen physical loss, damage or failure of the SIM card as specified in this certificate from any cause not excluded. Vodacom Quick SIM also covers a maximum of R100 per claim (VAT inclusive) for any unauthorised calls made due to loss, theft or damage.
- 2. Limits of indemnity**
 - 2.1. SIM card: The maximum limit of indemnity payable in respect of the SIM card will be the replacement cost of the SIM card. You are allowed 3 (three) SIM card replacements during a 24-month period. No excess charge on claims.
- 3. Specific conditions**
 - 3.1. Basis of indemnity:

Subject to the limits of indemnity, our liability is limited to the cost of repairs or replacement of the SIM card at the discretion of the insurer, as follows:
 - 3.2. Damage, Loss or Theft.
 - 3.2.1. Damaged, lost or stolen SIM cards will be replaced with same or similar type.
 - 3.2.2. Should the SIM card no longer be available we will replace it with the nearest functionally equivalent model as established by the insurer.

- 3.2.3. A SIM swap can be done whereby you will retain your MSISDN number.
- 3.2.4. Data is not retrievable on a lost, stolen or damaged SIM.
- 3.2.5. Should you wish to replace the SIM card with a more expensive SIM card, the difference in price payable will be for your account.

4. General exceptions

- 4.1. We will not indemnify you against:
- 4.2. Loss or damage resulting from political or non-political riot, strike or civil commotion, public disorder, war, terrorism or public violence or which is insurable by SASRIA (South Africa Special Risks Insurance Association).
- 4.3. Loss or damage during the hire or loan of the SIM card to a third party.
- 4.4. Loss of or damage to the SIM card resulting from the theft or any attempt from any unoccupied vehicle, unless such vehicle is locked and forcible entry into the vehicle is made, necessitating repairs to such vehicle, and the original repairers' account for such damage is supplied with the claim.
- 4.5. Any consequential loss or damage arising from not being able to use the SIM card.
- 4.6. Any claim arising from abuse, misuse or neglect of the SIM card.
- 4.7. Loss damage or failure for which the manufacturer or supplier is liable, or which is covered by a current maintenance Contract.
- 4.8. Loss of, damage to or corruption of data as a result of electronically conveyed viruses or defects in design or manufacture.
- 4.9. Any claim in respect of any additional equipment or accessories including but not restricted to carrying cases, battery chargers, hands-free kits, external antennae or car kits.

5. General conditions

- 5.1. Other insurance:

If you claim from any other insurance policy for loss, theft or damage of the

SIM card, we shall only be liable for any portion of the claim not paid by the other insurance policy.

6. Cancellation of cover

- 6.1. You have 30 (thirty) days from receipt of Your policy document to cancel Your policy. You will receive a refund of any Premiums already paid unless the insurer has already been notified of a claim.
- 6.2. General: After this initial 30 (thirty) day Cooling-off period, this policy may be cancelled by You or the insurer giving 30 (thirty) days notice in writing. Cover is automatically suspended if the SIM card is barred or disconnected by Vodacom.
- 6.3. Multiple claims: In the event that 3 (three) or more claims are lodged against this policy
- 6.4. In any 12 (twelve) month period, we may at our discretion give 30 (thirty) days notice of cancellation due to adverse claims experience.

7. Claims

- 7.1. If the SIM card is lost, stolen or damaged, you must report the claim to us as soon as possible after discovery of the loss, and within 30 (thirty) days of the claim occurring.
- 7.2. A claim form must be completed and sent to us within 30 (thirty) days of the claim occurring.
- 7.3. You must give all reasonable assistance in the recovery of the lost or stolen SIM card and identification thereof.
- 7.4. Any damaged or stolen SIM card that is retrieved by the insurer becomes the property of the insurer.
- 7.5. In the event of your claim being the subject of a dispute or is rejected by us you may make representation to us. If you are unsatisfied with the outcome of your claim, you are entitled to approach the Short-Term Insurance Ombudsman.
- 7.6. Should You fail to collect the replacement SIM card within 60 (sixty) days from date of loss, You will forfeit

the claim and the SIM card can be sold or returned to stock to defray expenses.

- 7.7. If You are in arrears with your account, all outstanding Premiums must be paid in order for us to assess a claim.
- 7.8. In the event of your SIM card being lost or stolen, the SIM card must be blocked.

8. How to block your SIM card

- 8.1. In the event of the SIM card being stolen or lost, You must arrange for the SIM card to be blocked.
 - 8.1.1. Phone Vodacom Customer Care on 082 135.
 - 8.1.2. Contact your nearest Vodacom Dealer.
- 8.2. Failure to comply with claim conditions will lead to rejection of your claim.

9. Fraud

- 9.1. If any claim is in any respect fraudulent, all benefits under this policy shall be forfeited.

10. No rights to other persons

- 10.1. You may not transfer any rights under this policy to any third party.

11. Premium payment

- 11.1. If the Premium is not paid on the date that it was due to be paid;
 - 11.1.1. as a result of payment having been stopped by You, this policy will be cancelled at 16:00 on the date that the Premium was due to be paid;
 - 11.1.2. for any reason other than described in 11.1.1 We will re-debit in the following month and should the outstanding Premium not be paid when re-debited, the policy will be cancelled retrospectively.

12. Duty to safeguard SIM card

You shall at all times take reasonable steps to safeguard the SIM card from loss, damage or theft.

13. Misrepresentation, non-disclosure or false declaration

- 13.1. Any material misrepresentation, non-disclosure or false declaration shall render the policy as a whole, voidable from date of inception at the instance of the insurer. In such an event;
 - 13.1.1. you will be liable to reimburse any amounts paid to you under this policy to the insurer; and
 - 13.1.2. the insurer will not be obliged to pay any claim lodged under this policy.

General Conditions

1. Cancellation of cover

- 1.1. You have 30 days from receipt of your policy document to cancel your policy. You will receive a refund of any Premiums already paid unless the insurer has already been notified of a claim.
- 1.2. General: After this initial 30-day cooling off period this policy may be cancelled by you or the insurer giving 30 days notice in writing. Cover is automatically suspended if the SIM card is barRED or disconnected by Vodacom.
- 1.3. Multiple claims: In the event that 3 or more claims are lodged against this policy.
- 1.4. In any 12-month period, we may, at our discretion, give 30 days notice of cancellation due to adverse claims experience.
- 1.5. If you give false or misleading information when you applied for cover under the policy, and this information affected the decision to insure you, your cover under the policy will end.
- 2. If you give any false or misleading information when you make a claim, you will not receive any benefit under this policy and your cover under this policy will end.
- 3. If any benefit is paid as a result of your false claim, you will have to repay any benefit you have received and we will take legal action against you.
- 4. The Contract between you and us is made up of this policy, the schedule, any written statement of your medical conditions and any other information provided by you.
- 5. The rights under this policy are limited to this Airtime Contract. This policy cannot be used to protect any person other than you.

- 6. When your cover under this policy ends, it will not have a cash value.

- 7. We have the right to change the Terms and Conditions, the Premium rate, or cancel your policy. If we do, you will be advised in

COVER AMOUNTS

The Cover Amount Table stipulates the benefit amount that will be paid out on a successful claim.

Vodacom Cover 4 You

	Option 1	Option 2	Option 3
Main Person CoveRED	R2 500	R5 000	R10 000
Partner*	No Cover	No Cover	No Cover
Children**	No Cover	No Cover	No Cover

Vodacom Cover 4 You and Your Family

	Option 1	Option 2	Option 3
Main Person CoveRED	R2 500	R5 000	R10 000
Partner*	R2 500	R5 000	R10 000
Children**	R1 250	R2 500	R5 000

writing at least 30 days before the change or cancellation takes effect.

Vodacom Funeral Cover

Summary of Benefits

What you need to know about this Vodacom Funeral Cover offering

This benefit is SIMple. In the event of the death of a coverRED person, we'll pay out the cover amount to you or your chosen beneficiary or to your estate, if a beneficiary is not selected. The funeral cover will start on the date of the confirmation SMS that will be sent to you on activation of this benefit and lasts as long as you pay your weekly Premium. Your Premiums will be renewable weekly. You need to pay your Premium every week to stay coverRED. Your Premium is reviewable monthly. This means that your Premiums may be revised upwards or downwards depending on the claims, expense and investment experience of Vodacom. We will communicate with you should your Premium level change.

*Partner means the person you are married to (whether by civil, customary, religious or common law union). A maximum of one Partner is allowed on one policy.

We will cover up to 5 (five) of your own biological, legally adopted and/or step children up to the age of 21. A maximum of 7 (seven) claims will be paid on one **Vodacom Cover 4 You and Your Family policy.

Who qualifies for this policy?

- 1. You must have a valid South African Identity Document and must be between 18 and 60 years of age to apply for cover.
- 2. If you are covering your Partner under this policy, your Partner must also be between 18 and 60 years of age at the time of application for cover.
- 3. The product is only available for Vodacom Prepaid, uChoose and TopUp customers
- 4. If you have chosen the "Cover 4 You" option, only you will be coverRED under this policy and only one successful claim will be paid on the policy.
- 5. If you have chosen the "Cover 4 You and Your Family" option we will cover you, one Partner, and up to 5 (five) of your own biological, legally adopted and/ or step children. A maximum of 7 (seven) successful claims will be paid on the policy.
- 6. If you leave the Vodacom network or migrate to a Vodacom Contract tariff plan, you and your family's cover will come to an end.

WAITING PERIOD

- 1. A claim waiting period applies to every person coverRED under this policy, including Partner and children.
- 2. There is a 3 (three) month claim waiting

period for death as a result of natural causes. However, if death is as a result of an accident (such as a car accident), we will pay out within the first 3 (three) months after cover has started. You need to pay your Premium every week for a period of 3 (three) months or more to be covered for death from natural causes (such as a heart attack or cancer).

3. There is a 24 (twenty-four) month claim waiting period for death due to suicide.
4. A new waiting period starts in the following cases:
 - 4.1. When you increase your cover (a new waiting period only applies to the added cover).
 - 4.2. When you add/change a Partner (a new waiting period only applies to the Partner).
 - 4.3. When you cancel your policy or your policy lapses and you wish to sign up again at a later stage.

HOW THIS POLICY WORKS

1. You will only enjoy this benefit if you have successfully registered for a Vodacom Funeral Cover 4 You policy and/or Cover 4 You and Your Family policy using your phone and you have received a confirmation SMS with your policy number.
2. You can only register for one Cover 4 You policy and one Cover 4 You and Your Family policy.
3. Cover is valid for a period of 1 (one) week from date of first registration and Premium collected. After one week, another Premium will be due on the same day as the date of registration. It will be automatically deducted from your Vodacom Recharge account between 00:00 and 05:00. You need to ensure that you have enough money in your Vodacom Recharge account to pay your weekly Premium.
4. You will be given a 15 (fifteen) day grace period to pay a Premium you may have missed. In this case, we will automatically deduct 2 (two) weekly Premiums when your next Premium is due – one Premium for the week you missed and one Premium to cover you for the following week. If you miss your

Premium for a second time, we will deduct 3 (three) weekly Premiums when your next Premium is due to keep your Premiums up to date. If you miss your Premium for 3 (three) consecutive weeks, your policy will lapse and you will no longer be covered. If you wish to sign up again at a later stage, please note this will be considered a new policy and new terms and conditions will apply, including new waiting periods.

5. If you cancel your policy, a Premium refund will only be applicable if you have paid in advance for more than 1 (one) week of cover. The Premium refund will be calculated on a pro-rata basis.
6. The policy will be cancelled upon your death.

WHEN WE WILL NOT PAY

1. We will not pay out a claim for any death as a result of natural causes which occurred during the 3 (three) month waiting period.
2. We will not pay out a claim for any death as a result of deliberate involvement in an illegal act, riot, civil commotion, terrorist attack or war.

During the first 24 (twenty-four) months from start of cover, we will not pay out if death is as a result of suicide.

ADDING A BENEFICIARY

- In the event of the death of a covered person, we'll pay out the cover amount to you or your chosen beneficiary or to your estate, if a beneficiary is not selected. If you wish to set up or change these details, please dial *135#.

QUESTIONS YOU MAY HAVE

- If you have any questions about your policy, call us on 082 178 00. You can also visit us at www.vodacom.co.za/insurance for any other information you may need.

CLAIMING OR COMPLAINING

CLAIMS

- Should you die, your beneficiary will need to call us on 082 178 00 or email us at claims@vodacomlife.co.za. We'll tell them what documents they'll need to give us so

we can settle the claim quickly.

IMPORTANT CLAIM TIME LIMITS

- We need to be informed of your death within 180 (one-hundred-and-eighty) days of it happening. If we're not informed in time by your beneficiary or estate, the claim could be declined.

DISPUTED CLAIMS

- We allow 180 (one-hundred-and-eighty) days from the date of the communication of our decision for your beneficiary or estate to question our decision on a claim. If we still decline the claim, and they want to start a legal process, they'll have an additional 90 (ninety) days to do so.

FRAUDULENT CLAIMS

- If any claim under this policy involves fraud, misrepresentation or false information, such as incorrect age or relationship, your cover will be cancelled. In this case, no claim payouts will be made and no Premiums will be refunded.

COMPLAINTS AND COMPLIANCE

We appreciate you as a client, so if at any point you are unhappy with any aspect of our service or the benefit offering, first give us an opportunity to resolve the matter as quickly as possible by using the following contact details:

Call: 082 178 00
Email: complaints@vodacomlife.co.za
Fax: +27 21 465 3920

If you are not satisfied with the result of the complaint resolution or have a compliance-related query, please use the following contact details:

Call: 082 124
Email: funeralcompliance@vodacom.co.za
Address: PO Box 3306, Cramerview, Bryanston, 2060.

Should you still be dissatisfied with the outcome, you can direct complaints about our services to the FAIS Ombud and complaints about our products to the Ombudsman for Long-Term Insurance.

SERVICES:

Office of the FAIS Ombud

Call: 012 762 5000

Email: info@faisombud.co.za

Fax: 012 348 3447

Address: PO Box 74571, Lynnwood Ridge, 0040

PRODUCTS

Office of the Long-Term Insurance Ombud

Call: 0860 103 236

Email: info@ombud.co.za

Fax: +27 21 674 0951

Address: Private Bag x45, Claremont, 7735

This policy is underwritten by Vodacom Life Assurance company (RF) Limited, an authorised financial services provider. Should you purchase this policy, your personal details will be passed to our appointed administrator and other partners to process and service this policy.

CURRENCY AND THE LAWS THAT APPLY TO THIS POLICY

This policy is subject to South African law and all payouts will be in rands to a South African bank account. In the event that the law or the interpretation thereof changes, we may change the terms of this policy. We will notify you of any such changes.

Vodacom Siyakha Funeral Cover

Siyakha Funeral Cover Eligibility

1. Only registered Siyakha price plan customers who are South African citizens between the age of 18 and 60 are eligible for a Siyakha Funeral Cover policy.
2. Siyakha Funeral Cover applies to an individual life only.
3. You can have a Siyakha Funeral Cover policy at the same time as 'Cover 4 You' and 'Cover You and Your Family', but only one of each may be active at the same time.
4. Siyakha Funeral Cover customers cannot access the 'Cover 4 You' and 'Cover 4 You and Your Family' menu at *135*187# to amend their policy, however policy details can be viewed here.

Siyakha Funeral Cover Rules

1. These rules should be read in conjunction with the Vodacom Funeral

Cover 4 You Terms and Conditions.

2. If you are eligible (as per eligibility criteria above), your Siyakha Funeral Cover policy will initiate automatically on registration for Siyakha.
3. Your policy will become active from the 1st day of the next month after policy initiation.
4. Your Siyakha Funeral Cover policy starts at R0 cover in the activation month.
5. To keep your policy active, your SIM card must stay connected on the Vodacom network for a minimum of 30 days in the previous month. This means that your SIM card must be in the phone, the phone must be switched on and you must make or receive a call, send or receive an SMS or Please Call Me or use data or USSD, but it excludes voicemail calls or call forwarding through the SIM card.
6. Once you have qualified for cover (ie. been active for 30 days in the previous month), the cover amount will be set to R5 000 and a standard 3 month waiting period will start.
7. During the waiting period, only accidental death will be covered.
8. If you do not meet the minimum active days in the previous month, you will still enjoy cover for the new month.
9. If you do not meet the minimum active days for a second consecutive month, your cover will be reset to R0, and the waiting period will reset to 3 months.
10. Vodacom will send you frequent messages by SMS to help you retain your funeral cover benefits.

11. Claims:

When you pass away, your beneficiary will need to provide us with the relevant documentation so that we can settle the claim quickly and efficiently by

- Calling us on 082 124 or
- Sending an email to claims@vodacomlife.co.za

Important Claim Time Limits

We need to be informed of your death within 180 (one-hundred-and-eighty) days of it happening. If we're not informed in time by your beneficiary or

estate, the claim could be declined.

Disputed Claims

We allow 180 (one-hundred-and-eighty) days from the date of the communication of our decision for your beneficiary or estate to question our decision on a claim. If we still decline the claim, and they want to start a legal process, they'll have an additional 90 (ninety) days to do so.

12. Complaints and Compliance

We appreciate you as a client, so if at any point you are unhappy with any aspect of our service or the benefit offering, first give us an opportunity to resolve the matter as quickly as possible by using the following contact details:

Call: 082 178 00 / 082 124
Fax: +27 21 465 3920
Email: complaints@vodacomlife.co.za

If you are not satisfied with the result of the complaint resolution or have a compliance-related query, please use the following contact details:

Call: 082 124
Email: funeralcompliance@vodacom.co.za
Address: PO Box 3306, Cramerview, Bryanston, 2060.

Should you still be dissatisfied with the outcome, you can direct complaints about our services to the FAIS Ombud and complaints about our products to the Ombudsman for Long-Term Insurance:

Services:
Office of the FAIS Ombud
Call: 012 762 5000
Email: info@faisombud.co.za
Fax: 012 348 3447
Address: PO Box 74571, Lynnwood Ridge, 0040

Your policy is underwritten by Vodacom Life Assurance company (RF) Limited and administered by an authorised financial services provider. Should you purchase this policy, your personal details will be passed to our appointed administrator and other partners to process and service this policy.



Self-service

Self-service	How	Service	Cost
vodacom.co.za	vodacom.co.za website	<ul style="list-style-type: none"> • Account balance • Bundle purchases (Data, Voice, SMS and MMS) • E-billing • Free change • Voicemail password reset • Phone setup • Retrieve PUK code • Talking Points 	Free
My Vodacom App	<p>Download the app from the app store on your phone.</p> <p>It is available from any one of these app stores:</p> <ul style="list-style-type: none"> • BlackBerry® App World • iTunes • Google Playstore • Windows Mobile App Store • Vodacom App Store <p>Don't have a Smartphone? You can still manage your account on the go using your Java-enabled cellphone. SIMply visit the Vodacom App Store and download the new My Vodacom Java app.</p>	<ul style="list-style-type: none"> • Account balance • Bundle purchases (Data, Voice, SMS and MMS) • E-billing • Free change • Voicemail password reset • Phone setup • Retrieve PUK code • Talking Points • Vodacom outlet 	Downloading the app will consume Data and the cost depends on the Tariff Plan you are on. Data consumed while using the app is free.

Self-service	How	Service	Cost
USSD	Dial *135#	<ul style="list-style-type: none"> • Account balance • Bundle purchases (Data, Voice, SMS and MMS) • E-billing • Free change • Voicemail password reset • Phone setup • Retrieve PUK code • Talking Points 	Free
SMS	31050	<ul style="list-style-type: none"> • Account balance • Free minutes • Upgrade status • Proposed invoice • Free SMSs • View PIN/PUK • Free Data bundle • Account balance • Recharge history • RICA registration details • Airtime transfer • Talking Points • Current call balance • Proposed invoice • Last payment details • Prepaid Data bundle • Account summary • Own number • Last invoice details • Prepaid port-in • Over-the-air settings 	Free

Self-service	How	Service	Cost
IVR	Dial 082 135	<ul style="list-style-type: none"> • Retrieve PUK code • Mailbox retrieval • Account balance • Voice OPT • Product and service • SIM swap • Upgrade dates 	Free when using Vodacom Cellphone.
082 135	082 135	<ul style="list-style-type: none"> • Retrieve PUK code • Account balance • Bundle purchases (Data, Voice, SMS and MMS) • E-billing • Free change • Voicemail password reset • Phone setup • Talking Points 	Free when using Vodacom Cellphone.



Contact Us

Customer Care

Dial **135** from your Vodacom handset
Call from RSA on **082 135**
Call from abroad on **+27 82 135**
Lines open 24 hours

Vodacom Repair Call Centre

Call us on **082 1944**

Data Support

Call us on **082 155**

Cancellations

Call us on **082 1958**

Sales and Upgrades

Call us on **082 17844**

Vodacom Corporate

Call us on **082 1940**





June 2023



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