



Application for a Vodacom Fibre Service – Vodacom

NOTE: Please complete this application in **PRINT**.

New Customer (Please complete Sections A,B, D & E)		Existing Customer (Please complete Sections A, B, C & E)	
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SECTION A: Customer Details

Business Application (This section must be completed when applying on behalf of a registered business)

Company Name																																
Company Registration Number	/																/															
Company Contact Person: Surname																																
Company Contact Person: Name																																
Company Contact Person: Designation																																
Company Contact Person Phone Number																																
Company Contact Person e-mail address																																

Individual Application (This section must be completed when an individual is applying)

Surname																																	
First Name(s)																																	
ID Number																	OR																
Passport Number																																	
Passport Expiry Date	Y	Y	Y	Y	-	M	M	-	D	D																							
Marital Status	Single				Married				Divorced				Other (Specify)																				
Contact Number (Home)																	Work																
Contact Number (Cell)																																	
Email Address																																	

NOTE: Supporting documents may be requested upon credit vetting of your new/existing Vodacom account.

Address where Vodacom Fibre Broadband Service will be installed (This section must be completed in full)

Street Number/ Unit Number																																
Street Name																																
Estate Name																																
Suburb																																
City																	Postal Code															
Province	Gauteng	Limpopo	North West	Eastern Cape	Western Cape	Free State	Northern Cape	Mpumalanga	Kwa-Zulu Natal																							



Delivery address for device												
Same as the above address	YES		NO		If No, please complete the section in full.							
Street Number/												
Street Name												
Estate Name												
Suburb												
City											Postal Code	
Province	Gauteng	Limpopo	North West	Eastern Cape	Western Cape	Free State	Northern Cape	Mpumalanga	Kwa-Zulu Natal			

SECTION B: Vodacom Fibre Broadband Price Plan Selection (all pricing incl VAT)										
Contract Term	24 Months <small>Free service activation</small>			12 Months <small>Once off service activation fee: R505</small>			Month-to-month <small>Once off service activation fee: R 910</small>			
Connectivity Plans	Vodacom 10/5Mbps 100GB R599		Vodacom 10/5Mbps Uncapped* R699		Vodacom 10/10Mbps Uncapped* R899		Vodacom 20/10Mbps 100GB R699			
	Vodacom 20/10Mbps 300GB R799		Vodacom 20/10Mbps Uncapped* R999		Vodacom 20/20Mbps Uncapped* R1099		Vodacom 40/20Mbps 200GB R899			
	Vodacom 40/20Mbps 800GB R1099		Vodacom 40/20Mbps Uncapped* R1199		Vodacom 40/40Mbps Uncapped* R1299		Vodacom 100/50Mbps 600GB R1199			
	Vodacom 100/50Mbps 1000GB R1399		Vodacom 100/50Mbps Uncapped* R1499		Vodacom 100/100Mbps Uncapped* R1599					
Vodacom Fibre Fixed Voice <small>(Telephone not included)**</small>	Voice service activation (Once off cost) R35			Vodacom Fibre Talk 250 R 135		Vodacom Fibre Talk 500 R 235		Vodacom Fibre Talk Unlimited R 505		
Value Added Services	Uninterrupted Power Supply (UPS) R1,110			Showmax R100		Vodacom Fibre Mobile back-up R60	24 Months	12 Months	Month to month	
	VoIP Telephone Snom 300 (Financed)*** R70 x 24 months	Once-off R1,315		WiFi Extender	24 Months		Once-off R0	Once-off R1,240	Once-off R1,240	
				Netgear AC1200	R80pm			R155pm		R 1,610
			Netgear PowerLINE	R90pm			R165pm		R1,715	
<small>* Fair Usage Policy (FUP) applicable on all uncapped products ** If you want to keep your existing fixed line number, please also complete GNP request form *** Snom 300 finance option only available with 24 month Contract term</small>										

SECTION C: Existing Vodacom Customer Details												
Account Holder's Name/ Company Name												
Vodacom Contract Cell Phone Number												
Vodacom Billing Account Number****												

NOTE: If the order is placed under a name different to section A (e.g. company, family member), please provide a signed letter from the account holder to authorize billing from the existing account.

**** The billing account number can be found on the top right hand corner of your statement labelled "Account Number"



SECTION D: New Vodacom Customer Details

Payment Details																									
Bank Account Holder																									
Bank Name																									
Branch Name																									
Account Number																									
Account Type	Current			Savings			Transmission																		
Account Age	Years			Months																					

Residential Information																								
Owner Type	Owner			Tenant																				
Time at Current Address	Years			Months																				
Time at Previous Address	Years			Months																				

Employment History																									
Employment Status	Employee			Member/Director			Sole Owner																		
Employer Name																									
Occupation																									
Employer Phone Number																									
Employer Industry																									

Gross Monthly Income	R																								
Time at Current Employer	Years			Months																					
Time at Previous Employer	Years			Months																					

Alternative Contact Information (for scheduling installation)																									
Alternative Contact Name																									
Alternative Contact Number																									



SECTION E: Declaration

I (Full Name and Surname) _____
 hereby authorise Vodacom (Pty) Ltd to conduct the necessary credit vetting for a Vodacom service as detailed above and, if the Vodacom service contract is successfully activated, to debit my bank account with the total amount payable on my monthly Vodacom account.

I have read, understand and agree to be bound by the terms and conditions of the Vodacom Fibre Services and declare that the information given above is true and correct.

_____ Date _____
 Customer Signature

For Office Use Only																			
Sales Agent Name																			
Sales Agent Company Name																			
Sales Agent Phone Number																			
Sales Agent Email Address																			
Sales Agent X-Code																			
Date Submitted	Y	Y	Y	Y	-	M	M	-	D	D									



Vodacom Fibre General Terms and Conditions

General

1. Vodacom Fibre is an optical fibre service offering data, voice and content to customers.
2. Vodacom determines the most suitable technologies to provision data, voice and content services over the fibre network to meet its commercial requirements.
3. The Vodacom Fibre terms and conditions as detailed herein are subject to change from time to time. The amended terms will be uploaded to the Vodacom website
4. The amended terms will be deemed incorporated into the agreement and bind the subscriber from the date the amendment was uploaded on the website.
5. Any change to the Vodacom Fibre terms and conditions will be available to the customer upon request and also be available on the Vodacom website.
6. Vodacom has partnered with 3rd Party Network Providers to provide the network infrastructure through which Vodacom offers Fibre services as an Internet Service Provider (ISP).
7. The detailed Vodacom Fibre data and voice offering is available at www.vodacom.co.za/fibre
8. The Vodacom Fibre service is subject to:
 - 8.1. Vodacom's Standard contract terms and conditions.
 - 8.2. Vodacom's Fair Usage Policy.
 - 8.3. Additional service or device specific terms and conditions mentioned below.
9. Vodacom shall remain the main point of contact for all Vodacom customers on 3rd Party Network Providers.
10. Where there is any conflict between any other terms and conditions mentioned and the Vodacom Fibre specific terms and conditions, the additional service or device specific terms and conditions shall prevail.

Provision of Services

11. Vodacom can only provide the Vodacom Fibre service where there is a Vodacom fibre network presence or a 3rd Party Network Provider that has partnered with Vodacom.
12. Dark Fibre Africa (DFA), Openserve, Vumatel, Century City Connect, SA Digital Villages (SADV), Metrofibre Network, Waterfall Access Network, Frogfoot, Link Africa and Octotel are the Vodacom Fibre 3rd Party Network Providers.
13. Vodacom does not warrant the accuracy of the 3rd party Network Provider's fibre coverage at a specific location therefore the provision of services will be subject to the 3rd Party Network Providers verifying the coverage details after the order has been placed with Vodacom.
14. If the 3rd Party Network Providers provides feedback that the address is not within the fibre covered area after the order has been placed with Vodacom, Vodacom will not be able to continue with the installation of the Vodacom Fibre service.
15. The Vodacom Fibre service is only available in selected urban areas.
16. Vodacom will only build a fibre network in a specified area if there is sufficient commitment from prospective customers.
17. The provision of the Vodacom Fibre service is subject to credit vetting and the successful conclusion of a Vodacom Fibre service contract with the customer.
18. The Vodacom Fibre service is available as a 24 month, 12 month and month-to-month service contract.
19. The Vodacom customers who are offered Vodacom Fibre Services on 3rd party Network Providers shall only be able move to a different Network Provider on condition that the existing Vodacom Fibre service is cancelled and the balance of contract has been paid in full.
20. The Vodacom Fibre Broadband Uncapped & Capped price plans are available on either asymmetrical or symmetrical bandwidths depending on the speed supported by the network infrastructure provider.
 - 20.1. Vodacom self-built network, Dark Fibre Africa (DFA), Openserve, Century City Connect and Fibrehoods network infrastructure providers support asymmetrical bandwidth. The upload speed is 50% of the download speed.
 - 20.2. Link Africa, Frogfoot and Octotel network infrastructure provider support both symmetrical (Upload speed is the same as the download speed) and asymmetrical bandwidth. (Upload speed is 50 % of the download speed)
 - 20.3. SADV, Waterfall Access Network and Metrofibre and network infrastructure providers support symmetrical bandwidth, both the upload and download speed are the same.
 - 20.4. Vumatel and Vumatel Aerial network infrastructure provider support both symmetrical (Upload speed is the same as the download speed) and asymmetrical bandwidth. (Upload speed is 10% and 25% of the download speed.)
 - 20.5. Octotel network infrastructure provider also support the upload speed which is 25% of the download speed for the 20Mbps and 100Mbps asymmetrical bandwidths.
21. Vodacom does not warrant an uninterrupted Vodacom Fibre service and does not offer quality of service, uptime and throughput guarantees.

22. Vodacom shall endeavour to maintain the Vodacom Fibre network and the Vodacom Fibre service to the best of its ability.
23. A customer may not resell the Vodacom Fibre service or use the Vodacom Fibre service for any commercial activities where the service is on sold to other users.
24. Vodacom reserve the right to terminate any customer's Vodacom Fibre service if it is found that the customer is reselling the service or using the Vodacom Fibre service for commercial activities.

Commencement and Duration

25. The Vodacom Fibre service contract start date shall be the customer account activation date.
26. The Vodacom Fibre service contract shall remain in force for the contract period (i.e. 24 months or 12 months), where after it shall continue on a month to month basis, until it is either renewed for a further period or terminated by either party on one calendar month written notice to the other.
27. In the event that any Vodacom Fibre service is discontinued for any reason prior to the expiry of the initial period, such discontinuation, along with the migration options or alternatives available to the customer will be communicated to the customer on reasonable prior notice.
28. Any Vodacom Fibre service contract which includes free or discounted customer equipment can only be renewed or cancelled without any penalty after the initial contract period.
29. When a Vodacom Fibre service contract is terminated during the initial contract period, an early cancellation penalty will apply, equivalent to all of the remaining subscriptions due for the initial period.

Service offering and pricing

30. Vodacom reserve the right to adjust and amend the service offering and pricing from time to time.
31. Any adjustments or to services and pricing or additional services will be communicated on 30 days written notice or such other reasonable notice period as the circumstances require.
32. A customer may purchase the Vodacom Fibre services on the following channels:
 - 32.1. Vodacom Fibre portal available on www.vodacom.co.za/fibre
 - 32.2. Vodacom Fibre Customer care (082 1904).
33. A customer has the option to purchase the following services:
 - 33.1. Vodacom Fibre Broadband offering data connectivity with Internet access.
 - 33.2. Vodacom Fibre Fixed Voice offering voice calls (national and international).
 - 33.3. Vodacom Fibre Broadband with Fixed Voice.
 - 33.4. Optional services such as Mobile Back-up and devices such as Uninterrupted Power Supply (UPS).
 - 33.5. Value Added Services (VAS) such as ShowMax
34. The Vodacom Fibre Broadband uncapped FUP (fair use policy) limit and data allocation is valid for one calendar month.
35. The Vodacom Fibre Broadband order of consumption on capped data is based on expiry date of the bundle. The data bundles that expires first, is the data bundle that gets consumed first.
36. Vodacom Fibre Broadband data allocation is not transferable and cannot carryover from one month to the next.
37. Vodacom Fibre customers will receive an invoice via email on the 3rd of the month following the bill date (1st of the month) for the contract period of 24 months, 12 months or month-to-month. The first Vodacom Fibre bill will be comprised of the pro-rated amount for the relevant month.
38. Vodacom Fibre monthly subscription will be billed in advance while the data and voice minutes usage will be billed in arrears.
39. The Vodacom Fibre pricing as specified at www.vodacom.co.za/fibre is subject to change from time to time and new pricing will be communicated to the customer upon 30 days written notice or such other reasonable notice period as the circumstances require

Installations

40. Vodacom will appoint an approved installer to install the Vodacom Fibre service at the customer's premises.
41. The approved installer will require reasonable access to the customer's premises.
42. The approved installer will install the Vodacom Fibre service in accordance with the detailed installation guidelines for a standard installation as per the Vodacom Fibre Installation Schedule.
43. The detailed installation guidelines will include the maximum installation specifications that will be included in a standard installation.
44. If the Vodacom Fibre service installation exceeds the standard installation specifications, then any additional installation expenses will be for the customer's account.
 - 44.1. Any additional installation expenses will be settled directly with Vodacom or with the approved installer.
 - 44.2. The installation will be deemed fully operational if the approved installer successfully tests the Vodacom Fibre service with the Customer Premises



Equipment (CPE) provided by Vodacom as part of the Vodacom Fibre service contract.

45. The approved installer will not test the installation's operational status with any other CPE than the CPE provided by Vodacom.
46. The customer undertakes to maintain the installation, including all equipment provided, in good order including environmental considerations as detailed in the Vodacom Fibre Service Schedule.
47. The customer may not move or alter the Vodacom Fibre service installation and must notify Vodacom if there is a need to move or alter the installation.
48. Only a Vodacom approved installer may move or alter a Vodacom Fibre service installation.
49. The customer is required to sign the Customer Acceptance Certificate after installation of the service and equipment. In the event that the customer is not physically present at the time of installation and is therefore unable to sign the Customer Acceptance Certificate, it will be the duty of the customer to do so at his earliest convenience but no later than 48 hours post installation. The signed Customer Acceptance Certificate needs to be emailed to FTTXSchedulingTeam@vodacom.co.za. In the event that Vodacom does not receive a signed Customer Acceptance Certificate within the stipulated 48 hours, the service will be deemed to be accepted and the service billable to the customer.

Customer Equipment

50. The following equipment related to the Vodacom Fibre service will be installed at the customer's premises:
 - 50.1. An Optical Network Terminal (ONT) that forms part of the Vodacom fibre network or 3rd Party Network Provider
 - 50.2. A CPE with Wi-Fi capability, more commonly known as a router
 - 50.3. An optional telephonic device if voice services are included in the Vodacom Fibre services
 - 50.4. An optional LTE / 3G modem for GSM backup (please refer to specific Mobile Backup terms and conditions); and
 - 50.5. An optional UPS (please refer to specific UPS terms and conditions)
51. The ONT remains the property of Vodacom or 3rd Party Network Provider at all times.
52. The CPE will form part of the Vodacom Fibre service contract.
53. After the Vodacom Fibre price plan initial contract period (24 month or 2 consecutive 12 month price plans), the CPE and any other customer equipment (excluding the ONT) becomes the property of the customer. A customer on month-to-month will own the CPE if they have been on the month-to-month price plan for 24 consecutive months.
54. A two-year warranty will apply to all customer equipment provided by Vodacom.
55. If customer equipment is swapped out by an approved installer as part of fault management, the warranty of the replacement customer equipment will be valid for the balance of the Vodacom Fibre service contract period.
56. The customer gives Vodacom permission to configure the router for additional Service Set Identifier's (SSID's) to enable supplementary services.
57. Any use of a customer's router for additional SSID's will be at no charge to the customer and will not impact the customer's service.
58. Vodacom will not provide the username and password of the CPE device to the customer because the CPE device is remotely managed by Vodacom.

Service interruptions

59. Vodacom will endeavor to limit service interruption occurrences to the Vodacom Fibre service and the length thereof.
60. In the case of a service interruption in the Vodacom Fibre service, Vodacom will deploy technical teams to address any network faults.
61. If a customer detects a service interruption in the Vodacom Fibre service, the customer has to notify Vodacom customer care of the interruption.
62. If the service interruption in the Vodacom Fibre service is traced to a customer's Vodacom Fibre installation or customer equipment, then Vodacom will endeavour to rectify the fault remotely, failing which a service team will be dispatched to the customer's premises to address the fault.
63. If in the event of a service interruption in the Vodacom Fibre service a service team is dispatched to the customer's premises and it is found that the service interruption is attributable to the customer's actions, then Vodacom will charge the customer the applicable rates for dispatching the service team to rectify the service interruption.

Liability

64. Vodacom accepts no liability for any loss or damage to the property or equipment of the customer arising out of the provision, installation or maintenance of Vodacom's Fibre service including the customer's use of the customer equipment.
65. Vodacom accepts no liability for any loss or damage arising out of the use of the Vodacom Fibre service, including loss or damage due to using the Internet and/or transferring files and content.

Fair Usage Policy

66. Vodacom reserves the right to use a Fair Usage Policy (FUP) to manage its networks in order to maintain acceptable levels of customer experience.

67. The Vodacom Fibre services are subject to a FUP.
68. The Vodacom Fibre FUP is subject to change from time to time.
69. The Vodacom Fibre Broadband uncapped FUP and the reduced line speed applicable to Vodacom self-build, Vumatel, Vumatel Aerial, WAN, SADV,DFA, Century City, Openserve and Metrofibre when the FUP is reached has been indicated below:

Line Speed	FUP Limit	Line Speed when FUP limit is reached
4Mbps	200GB	2Mbps
10Mbps	500GB	2Mbps
20Mbps	750GB	2Mbps
25Mbps	500GB	2Mbps
40Mbps	1500GB	2Mbps
50Mbps	1100GB	2Mbps
100Mbps	2200GB	2Mbps
200Mbps	2200GB	2Mbps

70. The Vodacom Fibre Broadband uncapped FUP and the reduced line speed applicable to Link Africa, Frogfoot and Octotel when the FUP is reached has been indicated below:

Line Speed	FUP Limit	Line Speed when FUP limit is reached
10Mbps	300GB	2Mbps
20Mbps	500GB	2Mbps
25Mbps	500GB	2Mbps
40Mbps	750GB	2Mbps
50Mbps	750GB	2Mbps
100Mbps	1000GB	2Mbps

71. The Vodacom Fibre Broadband uncapped price plans do not have out-of-bundle rates.
72. Vodacom reserves the right to terminate the contractual relationship with customers who regularly breach the fair usage policy for Vodacom Fibre Broadband price plans on no less than 30 days prior written notice.
73. A customer cannot load a top-up bundle to restore the speed on a Vodacom Fibre Broadband uncapped price plan.

Non payment

74. Vodacom Fibre services may be suspended in the event of non-payment.
75. A reconnection fee may be applied.

Termination & Cancellations after Vodacom CPE installation

76. Cancellations within the contract period will carry a penalty equivalent to all the remaining subscription due for the remainder of the 24 month or 12 month contract period.
77. The cost of the router provided is recovered over a 24 month period for 24 month price plans and over 12 months for 12 month and month-to-month price plans.
78. The recovery costs is calculated as follows for 24 month price plans : 24 months – total months on the existing price plan = balance X CPE cost / 24
79. Example: A customer on a 24 month price plan who cancels their contract in month 12 will be liable for the remainder of the cost associated with the router. The recovery costs is calculated as follows: 24 month – 12 months = 12 months X CPE cost / 24
80. The recovery costs is calculated as follows for 12 month and month-to-month price plans : 12 months – total months on the existing price plan = balance X CPE cost / 12
81. Example: A customer on a 12 month price plan who cancels their contract in month 6 will be liable for the remainder of the cost associated with the router. The recovery costs is calculated as follows: 12 month – 6 months = 6 months X CPE cost / 12
82. Example: A customer on a month-to-month price plan who cancels their contract in month 6 will be liable for the remainder of the cost associated with the router. The recovery costs is calculated as follows: 12 month – 6 months = 6 months X CPE cost / 12
83. Any penalties applicable to customer equipment due to termination or cancellation will be included in the last invoice.
84. Vodacom will inform customers 30 days in advance of the initial contract end period.



- 85. Customers will need to inform Vodacom one (1) calendar month in advance for any cancellation/termination request to enable Vodacom to complete processing the cancellation/termination.

Cancellation and Termination before Vodacom CPE installation

- 86. If the customer cancels the Vodacom Fibre service prior to the installation of the Optical Network Terminal (ONT) by the Network Provider i.e. Vodacom, Dark Fibre Africa (DFA), Openseve, Vumatel Century City Connect, SA Digital Villages (SADV), Metrofibre Network, Waterfall Access Network, Frogfoot, Link Africa and Octotel in customer's home the customer will not be liable for the installation fee.
- 87. If the customer cancels the Vodacom Fibre service after the installation of the ONT by the Network provider then the customer will be liable for an installation fee.
- 88. The installation fee of the ONT varies per Network Provider.
- 89. The installation fee applies across month-month, 12 month and 24 month contract periods.

Upgrades and Migrations

- 90. The customer may migrate to any other Vodacom Fibre service offer by contacting one of the customer touch points and submitting the request.
 - 90.1. The request to migrate will be subject to the subscriber's current package and which package they wish to migrate to
 - 90.2. Vodacom may in certain instances have specific migration rules for a particular package which restricts migrations. For Clarity: If the subscriber is on a promotion and received free services, that subscriber will not be able to migrate out of the promotion into another promotion. These rules will be listed for each applicable price plan where applicable. The subscriber is required to be familiar with these package specific rules for which they are signed up.
- 91. Definitions:
 - 91.1. Upward Migration: An upward migration refers to the scenario when the subscriber wishes to move to a package of a higher base subscription than the existing package.
For Clarity: Where a customer on a R599 package wishes to migrate to a R799 package, this will be considered an **upward** migration.
 - 91.2. Downward Migration: A downward migration refers to the scenario when the subscriber wishes to move to a package of a lower base subscription than the existing package.
For Clarity: Where a customer on a R799 package wishes to migrate to a R599 package, this will be considered a **downward** migration.
- 92. Upward and downward line speed migrations may attract a once-off fee as per the product catalogue available on the Vodacom website <https://help.vodacom.co.za/personal/subtopics/61/Vodacom-Fibre/5475/Vodacom-Fibre-Pricing>
- 93. Upward and downward contract term migrations may attract a once-off service activation fee as per the product catalogue available on the Vodacom website <https://help.vodacom.co.za/personal/subtopics/61/Vodacom-Fibre/5475/Vodacom-Fibre-Pricing>

Relocation and Moves

- 94. If the customer wishes to move the location of the Vodacom Fibre service, the following will apply:
 - 94.1. Moves will be allowed subject to a feasibility study on whether a Vodacom Fibre service can be provisioned at the new location.
 - 94.2. Any additional costs relating to the provisioning of the Vodacom Fibre service at a new location will be charged to the customer with prior approval.
- 95. If a Vodacom Fibre customer re-locates to a location with no Vodacom Fibre network, the customer will be able to cancel the Vodacom Fibre contract without penalties however the customer will be liable for any outstanding fees applicable to the CPE.
- 96. When the customer relocates or move the Vodacom Fibre service to a different address, a new 24 month, 12 month or month-to-month contract period will apply unless instruction is received by Vodacom to cancel the existing contract which will be subject to Vodacom's cancellation policy referred to herein.
- 97. If a Vodacom Fibre customer moves the Vodacom CPE within the customer premises, the following will apply:
 - 97.1. A Vodacom Fibre customer will be responsible for charges associated with the move and any non-standard installation charges (where applicable).

Fixed Voice

- 98. The Vodacom Fibre Fixed Voice service is dependent on a Vodacom Fibre Broadband installation.
- 99. The customer will receive a Vodacom Fibre Fixed Voice non-geographic telephone number.
- 100. The customer can port a geographical telephone number to the Vodacom Fibre Fixed Voice service.
- 101. All national on-net (Vodacom Fibre to Vodacom Fibre and Vodacom Fibre to Vodacom GSM) and off-net (Vodacom Fibre to any other operators) calls will be

deducted from the Vodacom Fibre Fixed Voice price plan allocations or at the default out-of-bundle rates if the price plan allocation is depleted.

- 102. Vodacom Fibre Fixed Voice minutes will carryover for up to three (3) months.
- 103. The Vodacom Fibre Fixed Voice order of consumption is based on expiry date of the voice minutes. The minute bundle that expires first, is the bundle that gets consumed first.
- 104. All international calls will be charged at the current Vodacom international calling rates.

Vodacom Fibre Promotions

- 105. Vodacom will run promotions on its fibre packages at its discretion from time to time
- 106. These promotions will have a start and end date during which time subscribers can sign up
- 107. The standard terms and conditions stated herein will apply to any promotions
- 108. Where terms and conditions deviate for any promotions they will be stated in specific terms and conditions for the promotion
- 109. Subscribers who are signed up to any promotion will have to live out the duration of that promotion and will not be eligible to migrate out of the promotion into any other promotion or revised price plans
- 110. Cancellations of a promo will trigger the "Cancellation and Termination" clause contained herein and any specific cancellation conditions listed in any specific terms for the promotion
- 111. Promotional offer monthly subscriptions will be valid for a maximum period of 24 months from the date of service activation
 - 111.1. Month to month, 12 month and 24 month subscribers will be migrated to the price plan that they have subscribed to as it exists in the market at the end of the 24 month period
- 112. Vodacom reserves the right to discontinue promotions at any time.

Complaints Handling Procedure

- 113. Vodacom will endeavour to resolve all customer related service interruptions timeously;
- 114. If the customer believes that the problem is not being adequately attended to; please contact our Contact Centre on 082 1904 (available from 06:00 until 22:00, seven days a week) and request to speak to the Contact Centre Manager (or an authorised delegated representative) to facilitate the escalation.
- 115. The escalation will be investigated and feedback will be provided to the customer within a reasonable turnaround time.
- 116. This provision shall hold for all queries where internal competencies abound for resolution. Where the resolution of a query is dependent on the input of a third party network provider (e.g. network element, value added service or service provisioning interfaces and/or installation), resolution would be dependent on Service Level Agreements (SLAs) agreed with network/service provider and to the extent that the customer is not required to engage with the third party network provider directly.
- 117. If the customer is not satisfied with the resolution; the customer has the right to request the Contact Centre Manager to further escalate the matter to FTTH Escalations for further investigation. A Service Request Reference number will be communicated to the customer and will be used in all further correspondence with the customer.
- 118. Upon exhaustion of all aforementioned options to resolve complaint(s) and a customer is still not satisfied with Vodacom, such customer is at liberty to escalate his grievance(s) to the Independent Communications Authority of South Africa (ICASA).

Privacy Policy

- 119. Vodacom does not distribute any of your personal information to third parties; unless it's required to deliver the products or services requested by you. In addition, Vodacom will not sell your personal information to third parties unless you give us your specific permission to do so. For example, we may disclose your data to a credit card company to obtain payment for a purchase you initiated. It may also be necessary to pass on your data to a supplier who will deliver the product on order. In addition, Vodacom may be obligated to disclose personal information to meet any legal or regulatory requirements of applicable laws