

Reactivation request – **Valid for 30 days**

Customer details: (To be completed in block letters)

Cell number:	<input type="text"/>	Account no:	<input type="text"/>
First name(s):	<input type="text"/>	Surname:	<input type="text"/>
Identity/Passport Number:	<input type="text"/>	Date of birth:	<input type="text"/> d <input type="text"/> d <input type="text"/> m <input type="text"/> m <input type="text"/> y <input type="text"/> y <input type="text"/> y <input type="text"/> y
Work no:	<input type="text"/>	Alternate no:	<input type="text"/>
Email:	<input type="text"/>		
Residential Address:	<input type="text"/>		
	<input type="text"/>		
Postal Address:	<input type="text"/>		
	<input type="text"/>		

Employment details

Employer:	<input type="text"/>	Tel no:	<input type="text"/>
Position:	<input type="text"/>	Date Employed:	<input type="text"/>

Banking details for debit order (Compulsory)

Account Holder Name & Surname:	<input type="text"/>		
Name of Bank:	<input type="text"/>	Branch:	<input type="text"/>
Branch code:	<input type="text"/>		
Bank Account no:	<input type="text"/>		
Account Type:	Current: <input type="checkbox"/>	Savings: <input type="checkbox"/>	Transmission: <input type="checkbox"/>
Debit Order Date:	<input type="text"/> 1st <input type="text"/> 7th <input type="text"/> 10th <input type="text"/> 15th <input type="text"/> 18th <input type="text"/> 20th <input type="text"/> 22th <input type="text"/> 24th <input type="text"/> 25th <input type="text"/> 27th <input type="text"/> 28th <input type="text"/> 29th <input type="text"/> LWD		

Signature of bank account holder: _____

New SIM Card Number (**Compulsory**)

SIM Number:

Check List – (This is to ensure that all your required documents / payments have been submitted in order for your reactivation to be processed)

Clear Copy of ID attached:	<input type="checkbox"/>	Clear copy of SIM Card/s attached:	<input type="checkbox"/>
Arrear Amount Paid in full:	<input type="checkbox"/>	Security Deposit Paid(If Applicable):	<input type="checkbox"/>

Reactivation Period: If your contract is expired or due to expire, please indicate the Reactivation period that you would like your line to be reactivated on:

Remainder of Term:	<input type="checkbox"/>	Month to Month:	<input type="checkbox"/>	Reactivate & convert to Pre-Paid:	<input type="checkbox"/>
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Terms & Conditions

- A Debit Order is compulsory and will run on the date selected above.
- A new contract SIM card must be purchased and the cost will be your own expense.
- Once activated, an immediate invoice and debit order will be processed for pro-rata charges within 48 business hours. (Monday-Friday, excl. Public Holidays)
- A reconnection fee of R285 per line will be invoiced and debited within 48 business hours (Monday-Friday, excl. Public Holidays)
- You hereby authorize Vodacom (Pty) Ltd. to debit against your bank account all amounts which are due and payable by you in terms of this agreement.
- Previous services such as roaming and insurance are not reinstated upon reactivation. Please contact Customer Care on 082111 to reinstate Roaming and Cellsure on 0821952 or 0118442800 to reinstate your Insurance.
- Your previous number may not be reactivated on the same MSISDN; the MSISDN is solely dependent on the availability of the number and will therefore only be reactivated on your old number if the number is available.
- MSISDN numbers that were Prepaid converted to contract will receive a new MSISDN upon activation.
- MSISDN numbers that were ported in from other mobile networks, will receive a new MSISDN number upon activation.
- Your contract will be extended by the period of which the MSISDN was inactive on the network.
- All airtime, free minutes or data that has been accumulated on the MSISDN prior to the deletion of the MSISDN has been forfeited and cannot be redeemed upon reactivation of the SIM card. No credit requests for forfeited minutes is allowed.
- Promotional data packages will no longer qualify for a discounted deal once reactivated. The discount will be forfeited and customers will be liable to pay the full subscription amount. . The contract will be reactivated to a similar package to the previous one.
- This account will be subject to a CREDIT LIMIT, determined by Vodacom (Pty) Ltd upon reactivation.
- A Rehab period is valid for 6 months & during this period no upgrades or migrations are allowed.
- A security deposit may be required and will be refunded after a 6 month period, provided that consistent payments have been received.
- This reactivation request will not be processed if this document has incomplete information & if all the required documents have not been submitted.
- A copy of the account holder's identity document as well as a clear copy of the sim card is required and must be faxed back with this form to 0115468156 or emailed to reactivations@vodacom.co.za

I _____ hereby confirm that I have read and acknowledged the above terms and conditions. I acknowledge that any outstanding documents / information or payments required will result in my Reactivation application being delayed.

Signed at _____ (Please specify the name & contact number of the Vodacom Shop / Outlet if applicable).

Signature: _____

Date: _____