

Vodacom Fibre Prepaid

Customer Electronic Approval Step-By-Step Guide

Vodacom Electronic Quote Customer Approval

Step 1: You will receive an e-mail with the following subject, "Vodacom Electronic Quote Customer Approval required". At the bottom of the e-mail there is a "Vodacom Electronic Approval" link. Please click on this link to view and accept the quote. The link will re-redirect you to the "online" quote approval portal.

Links:		
Nam	e	
My Order Progress		
Vodacom Electronic Approval		
Vodacom Home		
Service		
Description	Asset Number	Service ID
10240Kbps Line Speed	S19101737982	S19101737982
Vodacom Fibre Broadband Prepaid	P19101737990	P19101737990
Nokia G240W-C Router Leased	S19101737991	S19101737991
© 2019 Vodacom (Pty) Ltd. Registe To manage your contact details (red in South Africa <u>Contact us</u> click on: <u>Contact Self-Service</u>	

Step 2: Please click "continue" you will receive a OTP (One Time Pin) via SMS, Please type in the OTP code and click Submit

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Online Process					
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Customer approval required for Order: S0191024-51007	74				- 1
In order for this transaction to be successful, you will nee	ed to perform a One Time Pin authentication				- 1
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Step 3: You can now view the order, please tick all 5 terms and conditions tick boxes and click "Order Now" to approve the order.

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Detailed Breakdown - Click to show lass												
Invoice Description								Qty	Onceoff		Monthly	
20490Kbps Line Speed								1		R1,390.43		R367.05
Fibre Access												
Line Rental												
20Mbps Prepaid 20\10 Uncapped												
Suburb Specific Levy												
Vodacom Fibre Service Activation												
Fibre Access Line Setup												
Vodacom Fibre Service Schedule_2019-03	_V5											
Nokia G240W-J Router								1				R153.82
							Sub Totals			R1390.43		R520.87
							VAT			R208.56		R78.13
							Total (Including VAT)			R1598.99		R599.00



Step 4: An information message pops up "you will now be redirected to the payment gateway", click "continue" to be re-directed to the Payment Gateway.

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	Process: Order Customer Approval: / Credit Card	Peyment		
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Step 5: The Credit Card Purchase Terms and Conditions page will be displayed, tick "I accept…" and then click continue (bottom left).

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Credit Card Purchase Terms & Conditions					
By using the Vodacom Credit Card Purchase service ('the Payment Capability'') you agree that you have read, understood and are bound by the following terms and conditions:					
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For support, customers are requested to call 0821940					
Protection of Personal Information					
The provision of this service will involve the processing of your personal information including your card details, to which you agree to. Your personal information will be processed in accordance with the Videone Triviacy Statement available on https://www.coldence.org.art/wy.coldence/ with avery.colder, Voldeone will have access to the following credit card details [Card Number, Card Expiry Month, CVV, Card Holder Name], it is your responsibility to ensure the security of your unique pin codes and OTPs required to process transactions.					
Ø I Accept the terms and conditions listed above					
Cancel Continue					
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Step 6: Please enter your debit/credit card details for payment and click "Continue".

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	Your payment details	will be kept secure									
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	You will be presented v This should take a few	with an online receipt confirming your order. moments due to communication with your bar	ink.								
	Call Vodacom Technica	al Support on 082 1945 or email us									
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Step 7: An OTP will be send to the customer's mobile phone and must be entered here then click submit.

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	Personal Message:						
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Step 8: You complete the electronic approval and payment process by clicking "Finish".

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	You have successfully completed the process. Should you have any questions or require furth	er assistance, please contact your account administrator or call \	odacom and speak to a call centre agent.	
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Customer Notifications

After successfully completing the order, the customer will receive the below email confirming the fibre order.

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istomer	JOHN SMITH
lling Account #	D0005650
oduct	Vodacom Fibre Broadband Prepaid Promotion
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You will receive another email from Vodacom that will allow the client to book a fibre installation appointment online. Please refer to the Vodacom SB Fibre - Installation Appointment Booking Guide.pdf for a detailed step-by-step guide.

Usage Notifications:

The Vodacom Fibre Prepaid customers will receive an email and SMS notifications when the data usage reaches 50%; 80% data threshold and 100% data depletion.

Terms and conditions:

The Vodacom Fibre Prepaid Terms and Conditions are subject to Vodacom Fibre General Terms and Conditions and are available on the following link

https://www.vodacom.co.za/vodacom/terms/fibre/vodacom-fibre

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