|  |  |  |  |
| --- | --- | --- | --- |
| **User Information** | **Yes** | **No** | **Complete each field** |
| Client Name & Surname \* |  |  |  |
| Relevant Vodacom Cell Number \* |  |  |  |
| Alternative Contact Number |  |  |  |
| Company Account Number |  |  |  |
| E-mail address \* |  |  |  |
| Type of handset or data card which displays the error \* |  |  |  |
| Physical address where the problem is experienced including GPS co-ordinates \* |  |  |  |
| Error message in full \* |  |  |  |
| Is the error on going, if so when did it start? |  |  |  |
| Is the error a recent problem\* |  |  |  |
| In which Region are you situated \* |  |  |  |
| Is the problem on 2G, 3G or both |  |  |  |