

## VodacomCellphone blacklist and un-blacklist request

Customer details:
Title: Initials: First name:
Surname: ID number:
Contact person: Contact number:
Alternative number: Fax number:
E-mail address:
Physical address:
Unit number: Building/Complex name:
Town/city: Street name:
Province:
Handset /device information
Make: Model:
Cellphone number:
Serial/IMEI number:
Blacklisting
Please tick the box for blacklisting:
Reason for blacklisting (please tick box) Stolen:
NOTE: If you cannot supply Vodacom with your device's serial (IMEI) number, please supply make, model, date first used and date last used.
Date last used:  Date stolen/lost:
For stolen/lost blackberry devices, the blackberry messenger service will deactivated.
Un-blacklisting information
Please tick the box for un-blacklisting:
To un-blacklist a recovered device, visit your nearest Police station to request an affidavit declaring the recovery of blacklisted device of which no claim to your insurer has been made.
Corporate customers must also submit an official declaration on a company Letterhead, certified by the police.
I hereby confirm that the information provided on this form is true and accurate and indemnify all parties that may act on the information provided against any claims that may result from its use.
Authorised signatory name: Signature: Date:

Please fax the completed Blacklisting request form to 011 546-9017 or 011 546- 9020 for un-blacklisting.

Your request will be processed within 24 business hours upon receipt of this form.

For more information contact Vodacom Customer Care on 082-111.



## FREQUENTLY ASKED QUESTIONS

1. Why do you need to blacklist a stolen / lost device?

The mobile network operators have combined efforts with the South African Police Services (SAPS) to fight the theft of devices. By blacklisting your device, you will render it unusable on all of the mobile networks, therefore making it useless to criminals.

NOTE: Always ensure that your device has definitely been stolen / lost prior to blacklisting it.

2. What do I need to submit to my insurer when claiming?

You will receive a blacklisting reference number once you have submitted your completed blacklisting request form to Vodacom. You will be required to submit this reference number (ITC number) along with your case number received from the SAPS to your insurer.

NOTE: Vodacom does not require a case number from the SAPS in order to blacklist your device.

3. How can I un-blacklist my blacklisted device?

## STEP 1:

Visit your nearest Police station and request an affidavit declaring the recovery of your blacklisted device of which no claim to your insurer has been made.

The affidavit must list the following details:

- · Device make
- Device model
- Serial number (IMEI number)

## STEP 2:

Fax the document along with a copy of your ID to Vodacom on 011 546-9020. Your request will be processed within 24-hours of receipt of documents.