

Dealer / Sales Rep Checklist for Connections

01. Explained network coverage provided by Vodafone.
02. Explained the relevant tariffs for the plans signed up.
03. Explained the types of services and relevant rates (Voice, SMS, Data, Roaming, etc).
04. Explained promotions and campaigns may have other terms and conditions.
05. Obtained valid copy of Customer ID (Passport, FNPF, Drivers License, Voter Registration).
06. Obtained valid pay slip or company registration certificate.
07. Completed NSA entries and verified that the applicant is the legitimate authorized signatory.
08. Registered customer to view and download monthly bill on Vodafone website.
09. Explained billing and payment collection procedure.
10. Explained how to call Vodafone Customer Care Centre (124 – Prepay Toll-free, 125 – Postpay Toll-free and 123 Paid Hotline).
11. Explained/Demonstrated proper usage and handling of mobile device and the relevant in-box accessories.
12. Shown and explained to the Customer the Terms & Conditions of the Network Services Contract or Agreement.
13. Explained Warranty term and procedure for any device complaints.
14. Explained roaming procedure and relevant charges applicable.
15. Customer agrees to notify Vodafone immediately of any changes to their mobile terminal and address to update records.
16. Explained disconnection fees and termination charges for premature termination/disconnection of connections and/or contract.
17. Demonstrated how to use the device.
18. Explained the product plans, rates, conditions and charging methodology.
19. Explained how the credit limit function works and is billed.
20. Explained pro-rate and advance charging of monthly access fees.
21. Provided reference to Vodafone website www.vodafone.com.fj for further details and latest updates to terms and conditions.
22. Provided contact details for Vodafone Account Manager and/or Sales Executive.