

Additional Comments:

SF vodafone Name of Individual / Company: Dated: DD / MM / YYYY Vodafone Fiji Pte Limited Trial /Short term Connection **Billing Account No.** Addendum Customer BAN Tel: (679) 331 2000 Checklist Reference to NSA **Multiple Connection** Fax: (679) 3312307 Private Mail Bag, Suva Change of Ownership Change of Plan **Billing Address:** My Bill Email: Voice Plan **Data Plan Credit Limit** Roaming IDD Mobile # BT Device IMEI# PREPAY Sim Card # (MNP) POSTPAY Sim Card # Name Access **Make and Model** Price Voice Data 1 2 3 5 6 8 **CUSTOMER DECLARATION VODAFONE SALES REPRESENTATIVE** I hereby certify that I have verified the identification of the authorized signatory of the I/We have read and agree to the Vodafone Network Services Contract/Agreement terms and conditions, attached and/or as updated on the customer. (Print name and signature) Vodafone website www.vodafone.com.fj and agree that this Supplementary Form forms part of the Network Services Contract/Agreement/My Bill Registration. I/We agree that we must pay for all services received in respect of above-listed Mobile phones and devices. I/We remain liable for all charges incurred by users in respect of Mobile phones and devices that we have officially requested and received as listed above. I/we Account Manager or Dealer rep Code for Connection Records also represent and warrant: that the information provided in this form is true and accurate that the person(s) signing below is/are the authorized signatory(s). **VODAFONE OFFICIAL USE Vodafone Credit Vetting** Average Bill/Monthly: Designation: Customer name: **Tick Credit Class:** □ NP ☐ MP ☐ SP Company Stamp or Common Seal: Signature: **Vetting Officer:**

Credit Clearance No.

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.
- 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.
- Customer agrees to notify Vodafone immediately of any changes to their mobile terminal and address to update records.
- Explained disconnection fees and termination charges for premature termination/disconnection of connections and/or contract.
- 17. Demonstrated how to use the device.
- 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.