



MY ALERT COMPLAINT

Please complete the details and return to **011 650 1936**

REQUEST TO INVESTIGATE A COMPLAINT:

- This document may only be used for problems related to the following services: **my.alert**
- This document has to be completed & signed by the subscriber (Please fax to the number as stated)
- Provide as much information as possible - it will enable us to investigate your concern to your satisfaction
- Attach/include documentation that would support your request/complaint (where possible or applicable)
- **IMPORTANT:** Before filing a complaint, please study the 4-page addendum (*my alert application*) that was faxed to you when you applied for the service.

SUBSCRIBER NAME:

EMAIL ADDRESS:

CELL NUMBER: **FAX NUMBER:**

CURRENT SERVICE: (TICK APPLICABLE CIRCLE) my.alert Application date:

ACCOUNT DETAILS: (COMPLETE THE AMOUNTS) Limit set at : R Current balance at : R

REPRESENTATIVES DEALT WITH: (WHERE APPLICABLE/RELATED TO PROBLEM)

WHEN DID YOU EXPERIENCE THE PROBLEM? (THE EXACT DATE & TIME IS IMPORTANT TO TRACK & TRACE) DATE : TIME:

I (the subscriber) hereby acknowledge that I have read and understood the **Addendum**. I do understand that Autopage Cellular can not be held liable for any failure of the service and I remain liable for all calls charged to my account. Autopage shall only be deemed to have received this document, once Autopage has confirmed receipt thereof (telephonically or SMS or e-mail or fax).

SIGNATURE DATE
THIS REQUEST WILL ONLY BE PROCESSED ON RECIEPT OF A FULLY COMPLETED APPLICATION FORM