

#### Who may transfer Airtime?

Any Vodacom prepaid subscriber with an active airtime window

Any Vodacom contract and hybrid subscriber who has the Airtime service activated on their SIM

#### Who may not transfer Airtime?

- A Vodacom prepaid subscriber who is Time Window Locked, activity locked or stolen locked A Vodacom contract subscriber who is locked.
- A Vodacom contract or hybrid subscriber who has reached their monthly transfer limit
- A Vodacom prepaid or hybrid subscriber who has less than R29 airtime credit available in their account.
- A Vodacom contract or hybrid subscriber who does not have Airtime transfer service activated on their SIM Community Services subscribers who have management SIM cards and SIGI phones.

#### Who may receive transfer of Airtime?

Any active Vodacom prepaid subscriber Any Vodacom hybrid subscriber Any Vodacom SIGI phone

#### Who may not receive transfer of airtime?

Any Vodacom Contract Subscriber

#### How to transfer Airtime

The subscriber will be able to transfer Airtime using an IVR or USSD string using their Vodacom mobile handset. The subscriber who receives the Airtime will receive an SMS advising them of the recharge amount as well as the new account balance.

#### IVR

The subscriber will dial the 082 12000 to access the Airtime transfer service and follow the voice prompts to process

a Airtime transfer transaction. Calls to this number will be charged at General Service call rates.

#### USSD

There are two ways in which a subscriber can transfer Airtime via USSD. The call will be free of charge when using either of the USSD options:

##### Option1:

The subscriber will key in the My Phone USSD string \*111# then select the Airtime Transfer option

from the menu (option 6) and then select transfer Airtime (option 1) or input the amount to be transferred and then key in the Vodacom number they wish to recharge.

##### Option2:

The subscriber will key in the following USSD string \*102\*02\*transfer value\*MSISDN#

#### How to query the Airtime transfer threshold

Contract or hybrid subscribers will be able to Query their current threshold and the total amount of Airtime transferred during the month using the My Phone \*111# USSD string and then selecting the Airtime Transfer option from the menu (option 6) and then select Query transfer limit (option 2). The will return the subscribers threshold value and the total amount they have transferred for the month.

#### General Rules

Airtime transferred to a prepaid subscribers account will extend the receiving prepaid subscribers Airtime Window (ATW) as follows:

- R29 - R110 will extend the ATW with 90 days
- R111 - R275 will extend the ATW with 180 days .
- R276 will extend the A TW with 365 days

**VODACOM AIRTIME TRANSFER**

Please complete the details and return to **011 650 5183**

**Vodacom Airtime Transfer: A network facility whereby a VODACOM contract subscriber is allowed to Transfer airtime to a VODACOM Prepaid and Hybrid subscriber**

**Please include the following forms when returning this completed form:**

- Copy of ID

**THE CUSTOMER**

**CUSTOMER NAME:**

**CELL NUMBER:**

**TEL CONTACT NUMBER:**

(H)	(W)
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**EMAIL ADDRESS:**

**MAXIMUM MONTHLY LIMIT:**  R50.00  R100.00  R300.00  R500.00

**DO YOU HAVE AN EXISTING LIMIT?**

 Y

 N

(Tick Selected Option)

**IF YES, HOW MUCH?**

*I, the signatory, fully understand and accept the costs and consequences involved when requesting the activation of the service above. I further declare that Autopage will not be held liable for any incorrect information supplied by myself.*

\_\_\_\_\_  
**SIGNATURE**

\_\_\_\_\_  
**DATE**

**Vodacom airtime transfers Rules**

- This service is only for Contract subscribers.
- Airtime transfer can only be done Vodacom to Vodacom.
- Please allow 24 to 48 working hours upon receipt of fax for activation.
- Autopage Cellular will not be liable for any failure related to the Vodacom IVR or USSD system to transfer airtime.
- Airtime transfers can only be done to Hybrid packages & prepaid.
- Once registered, subscribers can dial \*111# to initiate an Airtime transfer or phone the IVR on 08212000
- No reversals will be made by VODACOM customer service staff or any other parties when errors are made during Airtime transfers.
- VODACOM customer service will not be able to pass credits for failed Airtime transfers.
- The Airtime service can only be loaded on the primary SIM in the case of Twin Call.
- The daily transfer limit will be set to R200.00 and this will be a fixed amount.
- Until further notice there is no charge for activation of this service.
- You may not transfer cents
- The monthly limit will be dependant upon credit vetting criteria.
- A minimum transfer of R29.00 (twenty nine Rand) will be allowed per transaction.
- The airtime transfer will be free of charge

**THIS REQUEST WILL ONLY BE PROCESSED ON RECEIPT OF A FULLY COMPLETED APPLICATION FORM**