

Do I need to be registered for RICA before I can upgrade my Contract?

Yes, you can only upgrade a SIM card that is registered for RICA. To check if your SIM card is RICA registered, simply SMS 'RICA' to 31050. You can also register your SIM card when you upgrade your contract. Simply bring the following documentation to any Vodacom shop:

- Your South African ID* or passport
- Proof of residence

*A driver's licence is not accepted as proof of identity for RICA purposes.

How do I upgrade Online?

You can now upgrade online without logging in, by visiting our device pages. Simply visit our Upgrades page, enter your cellphone number, and click 'Check upgrade status'. On the product details, select the 'Upgrade Option' to begin the upgrade process.

Alternatively, if you are already logged in, click on the 'Upgrade now' link on the account summary page and follow the simple online process. Your contract term will be extended by a further 24 months, from date of contract termination.

What are the benefits to upgrading Online?

- FREE next day delivery to your door, if you place and confirm your order before midday
- Upgrade from month 22 of your contract
- No administration fees are charged for online upgrades

You can only upgrade online if you meet the following criteria:

- You are the Master Account Holder of the number you are upgrading
- You are not a corporate customer
- Your account is held directly with Vodacom Service Provider
- You are not a Platinum or Onyx customer

Upgrade via chat?

You can chat to one of our agents, using our Chat service. Alternatively you can call Customer Care on 0821959, FREE from a Vodacom number.

You will still get FREE next-day-delivery provided you place and confirm your order before midday. Please note: of the terms and conditions relevant to your contract.

Upgrade in store

Visit any Vodacom store to do your upgrade. To locate a shop near you, please use our store locator. If the upgrade is for personal use and not for a business, please remember to bring the following documentation:

- Your South African ID or driver's license.

If the upgrade is for a business, please bring the following documentation:

- South African ID or driver's licence of authorised signatory as well as a South African ID or driver's licence of the person performing the upgrade in-store
- Company letterhead specifying the upgrade

Please note: You can use a valid passport as a proof of ID, provided you used a passport when you applied for the contract.

When can I upgrade?

To view your upgrade date, you can:

1. Log on to the My Vodacom portal and view your account summary page.
2. Check your upgrade date via the My Vodacom App
3. SMS 'UG' to 31050, FREE from your Vodacom cellphone.

My SIM card does not fit in my new phone, what now?

With some of the latest devices, you will be required to do a SIM swap to either a Micro or Nano SIM card. This SIM card should be delivered to you with your new device. Once you have received your new SIM you will need to do a SIM Swap, please call 082 111 to assist.

Please ensure that you take note of the Terms and Conditions relevant to your Contract.

When will I receive my new cellphone?

When upgrading online or via our online call centre, your new device will be delivered FREE the next day, provided your order is confirmed before 12pm. Please note that this is subject to stock availability.

Remember that we will require proof of identification, your signature as well as the physical address where we are able to deliver to.

What is an upgrade and why should I upgrade?

Vodacom offers contracts that last for 24 and 36 months. If you have a 24 month contract with Vodacom, from month 22 you can upgrade your device to a brand new make and model. Similarly, if you have a 36 month contract, from month 33 you can upgrade your device. This will therefore extend your contract for another 24 or 36 months.

When upgrading, you keep your cellphone number, and simply continue with your contract. This means no credit checks are needed.

Please note: 36 month contracts are only available for laptops and iPads.

How much does a premature upgrade cost?

- When you do a premature upgrade, you will still need to pay off any amounts owing on your current device, as well as the charges of the new device and/or package.
- All costs incurred during the upgrade will be charged to your account.
- No discounts may be offered on a premature upgrade

What is a premature upgrade?

A premature upgrade is when you request an upgrade before your upgrade date. Example, if your contract is in month 22 or later, you qualify for an upgrade.

Will I be charged to do an online upgrade?

No admin fee is charged for an online upgrade.