

Search keywords {sim card ,NAC ,Refund , payment rejection,return ,repair ,Roaming , tariff ,legacy ,connect,bars }

### **1.Sim card activation**

change of a SIM the customer is going to make a change of a SIM due to change of a handset or lost or stolen phone we do the following:if the change is for switching to a new phone after asking the customer the normal validation questions we do an extra validation we ask for the old

SIM card number which is found on the back of the SIM card and also ask for three frequently dialled numbers once the customer pass these questions we take the new SIM card number open the value added care tab on webcc open change of a SIM enter the new SIM card number and do the change

if the phone is lost or stolen the extra validation will be getting the password that was created by the customer when he called to bar the phone

if the phone is not yet barred for lost or stolen and

the customer can't provide the old SIM card number take the customer permission put the call on hold and try to call the customer's phone if no one answers or the phone was turned off in this case we ask for the three frequently dialled number and do the change

### **2. Request NAC + terms and conditions**

NAC request all the phones provided for Vodafone are locked to Vodafone network only so normally we have our customers calling us to unlock their phones before I go with unlocking the phone we need first to check that the customer had been with us for at least 12 months or he paid since the

connection day 200 euros and he didn't unlock three devices already and has no outstanding balance on his account we have three types of request to unlock phones:

\*\*\*\*the first type is the iPhone:it takes 24 hours to unlock

an iPhone recently send action item through clarify called nac request simply fill in the information in the form on clarify send it to iPhone nac request and advise the customer he will receive an email within the next 24 hours about the unlocking code for his phone

\*\*\*\* second time is Nokia handset:it takes 5 working days to unlock a Nokia phone we simply fill in the same form from clarify tab on action item choose the form for NAC request fill in the details on the form and send it to Nokia nac request also advised the customer

that they were received an email and text with the unlocking code within 5 working days from the request

\*\*\*\*\* any other modern that's not Nokia or an iPhone:

once again with an action item for the nac request fill in the details and send it to nun Nokia nac request advise the customer that it will take between 5 to 10 working days same thing customer will get an email with instructions of unlocking their phone

### **3.Refund**

DDPP>> paperless direct debit

if there is duplicated amount on The account paid DDPP we can advise the customer with the following:

- # the customer can keep the amount on the account to cover up coming bills

- # the customer can transfer the credit to another Vodafone account to cover their bill

- # we can advise the customer to contact the bank to make SEPA Indemnity claim and it takes 24 hours

- # we can advise the customer that we can send him a cheque and it takes 21 days

CCDD refund:

if there is duplicated amount on The account paid by CCDD we can advise with the following:

- # the customer can keep the amount on the account to cover up coming bills

- # the customer can transfer the credit to another Vodafone account to cover their bills through retail team

- # we can advise the customer to call the bank to reverse the payment

- # we can reverse the payment from our side by calling retail support team and it takes 5 working days

- # we can advise the customer that we can send him a cheque and it takes 21 days cash payment refund:

- # the customer can keep the amount on the account to cover up coming bills

- # the customer can transfer the credit to another Vodafone account to cover their bills

- # we can send him a cheque and it takes up to 21days

### **4. Payment rejected / reversed**

rejection of a payment when it comes to the CCDD & DDPP we might have a rejection of payment due to 5 main reasons:

1\ payment not authorized

2\ CCDD return

3\ SEPA Indemnity claim

4\ rejection

5 \ refer back to debtor

**\*\*payment not authorized :**

**# in case of CCDD un authorized payment**

The CCDD automatically will be cancelled and a text will be sent out to the customer to make the payment manually

**# in case of DDPP not authorized payment**

we simply request the payment before the due

date with 5 working days and if it's not authorized as per Vodafone policy the DDPP will be represented 2 times after that and with every rejection there will be 10 € dishonor fee and the bank charge the customer 12 € as well after to representations for the payment and rejection the DDPP will be cancel

**\*\*\* CCDD payment Returned:**

it can be returned for 2 main scenarios

**# the customer call the bank to return the payment back to his account**

**# the bank can return the payment back again once the customer go over his CC limit to cover what he went over with and they can return up to 6 months back**

**\*\*\*\* SEPA Indemnity claim**

customers can call the bank

to reverse the payment that was done through the DDPP

**\*\*\*\* rejection of a payment the bank can reject the payment for any reason in This case we advise the customer to refer back to the bank for the proper explanation**

**\*\*\*\* refer to the debut**

the bank might ask for updating the customer's details so they require the customer to contact them before approving any payment

## **5.Return / Repair**

return and repair Vodafone has a return policy once the customer take any contract he will have a 14 days cooling off period or change of mind period where he can return the phone he purchased in a contract and cancel the contract all in all with no extra cost and all was he paid will be reverse back

again

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DOA dead on arrival option this is available for 28 days from the beginning of the contract for the customer too return his phone if there is any manufacturer faulty within the new handset recently send a courier to pick up the phone and cancel everything for him

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#### repair policy

all the phones provided from Vodafone in a contract is covered with a warranty that last 4 24 months except for grade A handsets it's only covered for 12 months the Warranty is available only through the store the customer take the phone and visit the nearest shop they take it from the

customer and provide him with a loan phone to use until they have their phone back from the repair centre normally this takes around five working days for the phone to be checked and repaired in the Repair Centre as an extra from Vodafone if the phone was sent to repair Centre 3 times in 12 months with the

same faulty the phone will they automatically **replaced with another one the Warranty fall in case of physical or water damage on the phone**

### 6. Roaming in a nutshell

Roaming when it comes to roaming options we divide the world into 3 main categories:

1\ Europe

2\ USA & Canada

3\ rest of the world

**\*\* roaming in Europe:**as per the EU regulations the roaming is for free across the EU countries which means that the customers can use there home package while roaming in the EU countries (calls ,texts and data) also the customer can call and text all the numbers all over the EU countries while roaming in the EU and it will be deducted from his domestic minutes and texts

**#International calls :**for all the connect plans if it contains international minutes the customers can use them to call all the numbers around the world

non connect plans (legacy) if the customer will call an international calls it will be 1,41€ per minute

**\*\* Roaming in USA & Canada**

customers can also have the option to get a special service for roaming in the USA & Canada in This case we split the tariffs into 2 main roaming options:

red roaming service :available for the the plans connect and legacy except for the simply smart tariff the red roaming is not applicable with it

What is the red roaming exactly? the red roaming service is an access to get unlimited calls and texts to the country they are roaming in and back home to Ireland + 200MBs per day and it is 2,99€ per day in Canada and USA

International calls: for all the connect plans if the tariff contains international minutes it will be deducted from it any other tariff it will be standard rate per minute

\*\* simply smart tariff >> standard rate only

\*\*\*\*Roaming in the rest of the world:

same roles for the USA and Canada except for the price of the red roaming service as it will cost 4,99€ per day and all the international calls will be standard rate

simply smart tariff standard  
rate only

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### Roaming in Turkey

Roaming in Turkey can be divided to 3 main categories:

# connect plans:- free roaming as if the customer is roaming in the EU countries

# legacy plans except for simply smart tariff red roaming service for 2,99€ per day

# simply smart tariff standard rate for the service

## 7. Tariff in a nutshell

tariffs Vodafone has 2 main tariff families 1\ legacy tariffs 2\ connect tariffs

first let's talk about the connect tariffs it contains also 2 type of contracts

\*\* SIM only deal >> red connect 12 months plan it costs 30€ in the 1st 6 months and 35€ there after which contains unlimited calls and texts 100 international minutes/texts 10GBs of data free roaming across the EU countries

\*\*\* phone deals>>> last for 24 months contract and there are 3 different plans

1- red connect essentials it costs 40€ per month it contains the following: unlimited calls to Vodafone numbers only

unlimited texts to all the numbers in Ireland 100 minutes to all the other networks 5GBs of data free roaming across the EU countries

2- red connect it costs 60€ per months and it contains unlimited calls and texts

100 international minutes and texts 15GBs of data a premium subscription to either Spotify or Sky sports free roaming across the EU countries

3- red connect super it costs 80€ per month

it contains: unlimited calls and texts 500 international minutes and texts 30 GBs of data premium subscription to either spotify or Sky sport free roaming across the EU countries

now for the legacy tariffs we also can split them to 2

main kind of plans:

red plans also can be split to 2 kind of contracts

\*\*\*SIM only deals which we can split them to:# red 30 days a monthly rolling contract which costs only 30 € per month and contains the following:

unlimited calls and texts 5GBs

# red 12-months it's a 12 months contract also

\*\*\*\* phone's contracts

# red essentials # red extra essentials # red

# red extra # red super # red extra super # red one # red extra one

non red plans we also can split them into 2 main types

\*\*SIM only deals

# Vodafone simply smart tariff it only costs 25€ per month with 12-months contract and contains the following unlimited calls and texts 6GBs of data 50 international minutes unlimited international texts

\*\*\* perfect friends SIM only 30 days contract it contains the following unlimited calls and texts 1GB

\*\*\*\*perfect friends 30€ per months unlimited calls and texts 2000international calls and texts 2GBs of data

\*\*\* perfect friends 35€ per months unlimited calls and texts 2000 international minutes and texts 5 GBs

## 8.bars

bars when it comes to the bars on the accounts we do have 4 different types of bars:1\ account 10 barred 2\ account 50 barred 3\ account 60 switched off 4\ account 70 closed

\*\*\*\* Account 10 barred:

if the customer didn't do the payment or within the due date the account might get barred for the outgoing calls and for sending texts but the customer can still receive calls and texts this is called 10 barredd account once the customer make the payment the account can be back to be active once again and he

can make kohls and send texts

\*\*\*\* Account 50 barred:this type of bar makes the customer lose the ability of making and receiving calls or texts and it has 4 different types:

# non-payment :- after being 10 barred if the customer yet didn't pay what's on the account the bar will take another level which is 50 barred bar for any outgoing or incoming actions on the phone and once the payment is done the service can be reinstated again

# risk management:one of our teams who actually specialised on tracking the history of our customers in our company is called risk management they drag down the history of the new customers if they

did have a previous account with us with an outstanding balance that wasn't cleared and once they find one they bar it for the outgoing in the incoming action until the Old balance is cleared and a proof of payment sent out for them they and they only can reconnect the number once again

# fraud cases:another team who is actually specialised and tracking down the history of our customers is the Fraud team they are specialised in tracking down fraudsters account once they found one they simply leave a note on the system requesting the customer to send a proof of the address ,a proof of the bank account and different types of national ID until they have this information sent out to them the account will be barred for the outgoing and the incoming actions also they and they only can we connect the number once again to the customer once they have this information with them

#security interests:last reason for having 50 barred account is security interest start an account with us there is a limit for the maximum they can have on one Bill and this limit is placed by security team once the customer reach the limit in one Bill we advise the customer to clear all the balance and then we can reconnect the number once again

\*\*\*\* 60 switched off:if the customer closed his account and cleared everything on it the account automatically turn to be 60 switched off what are the cases that the account can be 60 switch off in it? 1- customer called to turn off his account and to get rid off the number completely and he cleared everything from his account 2- customer ported out from Vodafone and paid everything on his account 3- error made by Vodafone and this is pure technical call as recalled technical team to reconnect the number once again

\*\*\*\* 70 closed accounts:simply the 70 closed account is for the customer who terminated his account and didn't pay what's owed on it or even after being 50 barred still did not pay what's on the account the number automatically will be terminated and by time what's outstanding will be transferred to dead collector agencies AKA credit agencies to collect the balance

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