



## Vodafone SuperCare

Through Vodafone SuperCare we are promising transparency to our customers ('you').

1. When you get in touch with us with a question or an issue, we guarantee to do our utmost to provide you with an immediate solution. For issues which may require some time to resolve, we will send you an SMS with a ticket number and a deadline by when we will get back to you. We promise total transparency by keeping you informed with the progress on the solution to the issue.
2. We aim to keep you always at the forefront of our business and if we fail to deliver within the stipulated timeframe, you will be eligible for a SuperCare compensation should the solution not include any other form of compensation. You will be automatically eligible for a compensation once the ticket is closed.
3. If you are an eligible pre-paid customer, you will be compensated by the end of business day on the day the solution is communicated, while if you are an eligible post-pay customer your compensation will be reflected in the following month's invoice.
4. We are more than happy to help with any new issues which may arise while a ticket is already open and for each ticket we shall communicate a date by when a solution should be expected independent of the first ticket.
5. The Vodafone SuperCare compensation is available for customers subscribed to Vodafone pay-monthly, post-paid and internet consumer mobile tariff plans as well as Vodafone Fixed Internet & Telephone tariff plans. If you are a customer benefiting from a tailor-made tariff plan, a business tariff plan or if you are making use of our business solutions products, the benefits afforded in these respective plans and/or agreements will apply instead.
6. The compensation will be offered as a value in services, at Vodafone's discretion. The offered compensation may change from time to time, is not transferrable and cannot be exchanged in return for cash or any other products and/or services.
7. Through Vodafone SuperCare we are acting out of good will as we believe that you deserve a standard of service like no other. We shall not be liable to any form of reimbursement over and above the offered compensation for solutions not delivered on time due to a delay from our end. If the missed timeline is attributable to a delay from your end, no compensation will be due.
8. The Vodafone SuperCare compensation will be effective as from the 6th of February 2017.