Step 1: The customer must click on this link or scan the below QR code with his cellphone

https://next.vodacom.co.za/siebel/app/dha/enu? SWECmd=InvokeMethod&SWEMethod=DHA&SWEService=VSFA+Toolkit+for +Browser&Id=DHA-015&SWERF=1&SWEBU=1



Step 2: The customer will be re-directed to a web page called Vodacom self-service

Step 3: The Customer must enter either the solution ID, Router's MAC address or Service ID and click "continue"

| Shop Services Help me My Vodacom | |
|--|---|
| Process: Top Up Service / Question | |
| Vodacom Self-Service | |
| Top Up data bundle purchase | |
| Please enter one of the below to proceed with your request: | |
| - Email address – use this option if you are an existing account holder, please | e note that you will be validated via OTP |
| If you are not the account holder please enter one of the following: - Solution ID - found on your invoice or recent usage notification - MAC Address – found on the back of your router - Service ID – found on the welcome letter | |
| Input |] |
| | |
| Cancel Previous | Continue |

Step 4: The Customer to select the required data bundle

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| | Top Up's | |
| | SoGB R569.00 Description 10Mbps Prepaid 10\5-100GB Once Off | sct us |
| | Name Price 100GB R639.00 Price | Conta |
| | Description 10Mbps Prepaid 10\5 - 100GB Once Off | |
| | Name Price 250GB R729.00 Description 10Mbps Prepaid 10\5 - 100GB Once Off | |

Step 5: The Customer must enter the email address and click "continue"

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| 0 | Shop | Services | Help me | My Vodacom | | | | |
| Process: Top Up Service / Question | | | | | | | | |
| My Details | 5 | | | | | | | S |
| Please enter Em Email Address | ail addr | ess? | | | | | | ontact u |
| test@gmail.com | | | | | | | | O |
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Step 6: The Customer to select payment type and confirm the recurring number of payments

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| Personal | Business | | Contact us | <u>^</u> |
| Shop | Services Help me My Vodacom | | | |
| | Process: Top Up Service / Question | | | |
| | | | | |
| | Payment Type | | | |
| | Question | | | |
| | Would you like to make this as a monthly re | curring transaction on your Credit Card? If you select 'No' ti | hen the amount will be charged Once Off only. | |
| | © No | | | |
| | * Yes | | | |
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| | Routers | Tech support | Investors | |
| | SIM cards | Find a store | Media | |
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| 👯 Apps 🛛 News24 South Afri 👷 Wh | ite Pages 🥘 SBSA-Internet bank 📑 (4) Faceb | ook 📒 Eyewitness News E 📕 Hera | ıldLIVE - The Vo 🐡 BTD FieldTrials 🧧 Oracle Login - Singl 🚥 ENG | CA-South Africa S Sowetan LIVE » |
| Person | nal Business | | Conte | ctus ^ |
| Sho | p Services Help me My Vodaco | m | | |
| | Process: Top Up Service / Question | | | |
| | Please enter number of on your Credit Card. reput 0 Cancel Previous | dit Card Payme | IT (4) for the recurring payment to run | Contact us |
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| | Vodacom South Africa | Help me | About us | |
| | Cellphones | FAQs | Vodacom World | |
| | Tablets | Support forums | Vodacom Millionaires | |
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| Google Chrome | | Version | 78.0.3904.97 | |
| Microsoft Windows 10 Pro 32-bit Build 6 3 | 2 9200 | | | |

Step 7: The customer to select the relevant contact, if more than one contact is found*

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| Shop Services Help | me My Vodacom |
| | |
| We have found more that one contact | t. Please select the relevent contact? |
| | |
| CHANTELLEAuto963 WYLEYAutoLastName263 | |
| ID Number | Cellular Phone # |
| AD*****9E | +2******02 |
| | |
| Account Name | |
| Account varie | |
| | |
| | |
| ANGUSAuto676 WILLIAMSONAutoLastName549 | |
| ID Number | Cellular Phone # |
| AD******5X | +2******02 |
| Account Name | |
| Accountinging | |

Step 8: A one-time pin will be sent to the customer's mobile phone; the customer must enter the PIN and click submit



Step 9: After clicking submit, the customer will be re-directed to the payment "gateway"

Step 10: Customer must enter the card details for payment and click "Continue".

| Vodacom uses 3D secure to validate your payment details. 3D Secure is a service facilitated by VISA™ and MasterCard™ that allows you to shop online securely when using your credit card. 3D Secure is also Verified by VISA™ or MasterCard® SecureCode™ and it introduces password protection during your online purchase to validate you as the customer. When you click the "Continue" button below, you will proceed to this validation process (where you will be asked to enter a Secure Code) in order to complete your transaction. Please expect an SMS or email containing your order. This should take a few moments due to communication with your bank. Call Vodacom Technical Support on 082 1945 or email us Payment Type MasterCard Name on card test Card Number 5284820000017944 Expiry Date 7 2020 CVV 937 3 or 4 digit security code on card | PLEASE NOTE: | | | |
|--|---|---|---|--|
| You will be presented with an online receipt confirming your order. This should take a few moments due to communication with your bank. Call Vodacom Technical Support on 082 1945 or email us Payment Type MasterCard Name on card test Card Number 528482000017944 Expiry Date 7 Que | Vodacom uses 3D se 3D Secure is a service Secure is also Verified validate you as the cu asked to enter a Secu Please expect an SM | ure to validate your payment details. facilitated by VISA™ and MasterCard™ that allow by VISA™ or MasterCard® SecureCode™ and it it stomer. When you click the "Continue" button below re Code) in order to complete your transaction. S or email containing your Secure Code, which you | s you to shop online securely when using your credit card. 3D troduces password protection during your online purchase to , you will proceed to this validation process (where you will be will need to enter in order to complete your transaction. | |
| Payment Type MasterCard Name on card test Card Number 5284820000017944 Expiry Date 7 2020 CVV 937 3 or 4 digit security code on card | You will be presented This should take a fev Call Vodacom Technic | with an online receipt confirming your order. moments due to communication with your bank. al Support on 082 1945 or email us | | |
| Name on card test Name embossed on card Card Number 5284820000017944 Expiry Date 7 2020 CVV 937 3 or 4 digit security code on card | Payment Type | MasterCard | • | |
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| Expiry Date 7 2020 • CVV 937 3 or 4 digit security code on card | Card Number | 5284820000017944 | | |
| CVV 937 3 or 4 digit security code on card | Expiry Date | 7 • 2020 | • | |
| | cvv | 937 | 3 or 4 digit security code on card | |
| Amount 475.00 | Amount | 475.00 | | |

Step 11: An OTP will be send to the customer's mobile phone and must be entered here before clicking submit.



Step 12: The customer will receive the below notification confirming the successful transaction.

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|--|---|---|
| Personal | Business | Contact us |
| Shop | Services Help me My Vodacom | |
| Process: VSFA DHA Credit Card | Once Off (CC-Submit) / Success | |
| Top Up S | elf Service | |
| Your Top Up data bu | udle purchase has been successfull Please visit Vodacom.co.za for T&Cs. | |
| _ | | Finish |
| | | |

Step 13: The Customer click Finish and data is loaded onto the fibre router.