



ELECTRONIC MAIL INSTRUCTION AUTHORISATION

Account Number(s)
.....
.....
.....

I, the undersigned,, in my capacity as of (hereinafter referred to as "**the Customer**") hereby confirm that the following persons are authorised by the Customer to provide instructions to Vodacom Service Provider Company (Pty) Ltd (hereinafter referred to as "**VSP**") on behalf of the Customer in respect of the cellular services provided to it by VSP and the account(s) held with VSP, the number(s) of which is/are specified above:

Name

E-mail address

.....
.....
.....

(hereinafter referred to as "**the nominated administrator(s)**"). It is acknowledged and agreed that the aforementioned persons shall be entitled to submit instructions to VSP by means of electronic mail. The instructions which the nominated administrators are authorised to provide are set out in Annexure A hereto.

The Customer hereby indemnifies and holds VSP harmless against any loss, damage, cost or expense suffered or sustained by the Customer or any third party as a result of VSP acting on any instruction received via electronic mail which purports to emanate from the nominated administrator(s) notwithstanding that such instruction is not

authorised by the Customer and any charges levied by VSP pursuant to VSP acting on such instruction shall nevertheless be payable by the Customer to VSP.

The Customer hereby indemnifies and holds VSP harmless against any loss, damage, cost or expense suffered or sustained by the Customer or any third party as a result of any delay or failure by VSP to carry out the instructions provided by electronic mail by any nominated administrator due to such instructions being furnished outside of VSP's normal business hours or the failure of VSP's electronic mail system or any other cause of whatsoever nature.

The Customer further acknowledges and agrees that it shall bear the onus of providing VSP with not less than 14 (fourteen) days written notice should the identity and/or details of the nominated administrator(s) change.

SIGNED at on

AS WITNESSES:

1.

2.

.....

Name

Designation

SERVICES

- Activation of a new line on the existing account
- Request to order replacement handset, accessory or SIM card
- Request to activate or delete Value Added Services (non mandatory only)
- Increase, decrease, remove limit locking
- Address detail change
- Bank detail change
- User name change
- MSISDN (cell number) change
- Request to upgrade existing lines
- Request to cancel existing lines