

From: "Vodafone" <vodafone@custhelp.com>
Subject: Vodafone [Incident: 100209-000236]
Date: 9 February 2010 4:25:22 PM AEDT
To: stil@stilgherrian.com
Reply-To: "Vodafone" <vodafone@custhelp.com>



Recently you requested personal assistance from our on-line support centre. Below is a summary of your request and our response.

We will assume your issue has been resolved if we do not hear from you within 120 hours.

Thank you for allowing us to be of service to you.

To update this question by email, please reply to this message. Because your reply will be automatically processed, you **MUST** enter your reply in the space below. Text entered into any other part of this message will be discarded.

If you are replying with a new request instead of an update to the below query, **please do not update** this incident. Please go to <http://vodafone.custhelp.com/app/ask> to submit your question so we can answer you ASAP.

[==> Please enter your reply below this line <===]

[==> Please enter your reply above this line <===]

Subject

Vodafone

Discussion Thread

Auto-Response

09/02/2010 04:25 PM

PIN or Identification Request:

Dear Stilgherrian,

In order to assist with account related queries, please provide your 4 digit PIN number (the pin is the one you selected for your account when you connected to Vodafone), as well as your Mobile Phone Number. This will authorise a Vodafone agent to access your account. Please note: if you have received this response after already providing the PIN and Mobile Number, please reply to this email and we will update your profile to ensure this does not re-occur.

If this is a new email in response to an existing email query, please update the existing email and do not submit a new one. This is to ensure we receive your update correctly.

If you do not remember your PIN, please provide the below identification requirements:

On Account (billed) Customers: If you are the account owner, forward your full name, date of birth, current billing address and method of payment to enable Vodafone to access your details.

Prepay Customers: If you are the account owner, forward your full name, ID number (i.e. drivers licence number, passport number etc) used at time of connection, date of birth, and address at time of connection so that Vodafone can confirm your identity.

If you are not the account owner, Vodafone cannot confirm this information with you. The account owner will need to raise a new incident and provide the required details to authorise access to their account.

If the account is in a company name, Vodafone will require a letter of authority on company letterhead signed by a Director in order to action your request. This letter of authorisation may be scanned and attached to this email or alternatively faxed to 03 6210 3362 attention 'Correspondence Team' for actioning.

Once Vodafone have verified that you are the account holder, we will update your profile with your mobile number and account

PIN so that this information is automatically provided should you email us from your registered email address in future.

If your question is not account related, or you are a Non-Vodafone Customer, please respond otherwise your email will not be submitted.

We look forward to hearing from you soon.

Response (Nicole)

09/02/2010 04:25 PM

Hi Stilgherrian

Thank you for your letter.

I have adjusted the paper bill charges that appeared on your closed account.

The balance is now \$0.00 and you will not receive any further statements from Vodafone.

Please note we are unable to refund the amount that was once on the account as Finance Team have noted the account that the refund was not applicable as the Bank was authorised to reverse the payment to Vodafone.

For any further information on this please contact your Bank.

Kind regards,
Nicole
Correspondence Team

Vodafone Pty Limited ABN 76 062 954 554
www.vodafone.com.au

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Visit www.myvodafone.com.au

Customer (Entered by Nicole)

09/02/2010 04:25 PM

letter received querying paper bill charges on a closed account

Question Reference #100209-000236

Product Level 1: Billing
Date Created: 09/02/2010 04:25 PM
Last Updated: 09/02/2010 04:25 PM
Status: Waiting Customer
First Name: Stilgherrian
Surname: Internet, IT and Media Consulting
Enquiry PIN:
Mobile Number: 217506066

Email Address

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