

**MTN Service Provider (Pty) LTD ("MTN SP")**  
 Innovation Centre 216 – 14<sup>th</sup> Avenue Fairland Roodepoort 2195  
 Private Bag 9955 Cresta 2118  
 South Africa  
 Tel: +27 083-1-808 Fax: +27 83 705 7171 or (011) 912 5021 <http://www.mtnsp.co.za>  
**Reg Number 1993/002648/07**  
**VAT No.: 4130141247**



<b>DATE :</b>	
<b>TO: CREDIT ASSESSMENT DEPARTMENT</b>	<b>FROM:</b>
<b>COMPANY: MTN SP</b>	
<b>FAX: 011 9125016 (Consumer)</b>	<b>TEL :</b>
<b>FAX: 011 9125090 (Business)</b>	

### Transfers Procedure

**HEREWITH please find the information that you require in order to do a transfer.**

#### Transfer Business Rules

- The transfer services will cost R171.00 (incl. VAT).
- The new customer must be credit vetted in accordance to the MTN SP Credit Vetting Policy. If approved the new customer will be taking over the original msisdn and not the MTN SP account number. A new MTN SP account number will be allocated and client will liable for the remainder of the contract period.
- All accounts have to be paid up to date before a transfer can be processed.
- The usual cancellation period of 20 business days written notification is required once the 24 month obligatory period is up.
- Transfer addendums for the new and existing clients must be completed by the respective parties.
- Value Added Services will not be transferred, the new client will have to re-apply in their own capacity (e.g. Insurance; International Roaming and Dialling etc)
- The existing client must **not** hand over the sim and handset to new client prior to the transfer being approved by MTN SP.

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The following documents are required for Consumer Credit Vetting

**New Contract – Consumer**

- Copy of complete Subscriber Agreement
- Bar Coded Copy of ID / Passport
- Copy of Cancelled Cheque / Bank Statement
- Copy of Salary Slip

**Self-Employed Clients**

- Copy of complete Subscriber Agreement
- Bar Coded Copy of ID / Passport
- Three Latest Months' Bank Statements

**Senior Citizens / Pensioners**

- Copy of complete Subscriber Agreement
- Bar Coded Copy of ID / Passport
- Bank Statement
- Proof of Pension (Government Social Grant not accepted)

**Commission Earning Clients**

- Copy of complete Subscriber Agreement
- Bar Coded Copy of ID / Passport
- Copy of 3 months latest Salary Slips

Attached with this fax are the following documents which must be completed and faxed back together with the above:

- 24 month Consumer Subscriber Agreement
- Request For Transfer of Contract from an Existing Client to a New Client
- Addendum to MTN SP Subscriber Agreement – to be completed by existing client & msisdh holder
- Addendum to MTN SP Subscriber Agreement - to be completed by the new account or applicant
- MTN SP Standard Terms and Conditions of a 24 month Contract (**please do not fax these back**)

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**REQUEST FOR TRANSFER OF CONTRACT FROM AN EXISTING CLIENT TO A NEW CLIENT**  
*(To be completed by customer)*

***This Request For Transfer of Contract From an Existing Client to a New Client Form contains statements which are acknowledgments of fact by you. You must read this form carefully and ensure that all the information you provide is true. You agree that MTN SP may accept that the information you provide is true, without any investigation. This means that you cannot later claim that any information you provided is not true. MTN SP may also have claims and other rights against you personally if any information you provide is not true.***

Existing Client

I,  
 Account Holders Name:   
 Account Number:   
 Cellular Number:

Hereby authorise MTN Service Provider to transfer my account to:

New Account Holders Name:

\_\_\_\_\_  
 Transferred From: (signature)

**FOR DEALER USE ONLY**

Dealers Details
Sequence No:
Customer Code:

***Please ensure that all the transfer requirements have been fulfilled. Tick the following checklist to ensure all required formalities have been completed:***

Complete Attached transfer form	<input type="checkbox"/>	Proof of income (Salary Slip / Bank Statement)	<input type="checkbox"/>
Complete Attached Subscribers Agreement	<input type="checkbox"/>	3 x Trade References	<input type="checkbox"/>
Identity Document of Signatory	<input type="checkbox"/>	Services to be Initialised	<input type="checkbox"/>
Proof of Banking Details (Canceled cheques/Bank Statement	<input type="checkbox"/>	Declaration Completed	<input type="checkbox"/>
Proof of address	<input type="checkbox"/>	Addendum to Subscriber Agreement (If necessary)	<input type="checkbox"/>
In case of CC / Sole Proprietor – Personal Detail	<input type="checkbox"/>	In Case of CC – CC Registration Papers ,VAT Number	<input type="checkbox"/>

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**PLEASE TAKE NOTE:**

- **The MTN Service Provider account holder's name and the bank account holder's name MUST be one and the same.**
- **All documentation MUST be submitted in order for the transfer to be processed.**
- **Existing customer is responsible for all accounts up to and including the day of transfer.**
- **Acceptance of application is subject to MTN Service Provider Credit Vetting Department approval.**
- **Transfers are performed on condition that the client remains liable for the remainder of the contract period.**

**ADDENDUM TO MTN SERVICE PROVIDER SUBSCRIBER AGREEMENT**

SEQUENCE NO.: .....

This document is an addendum ("addendum") to MTN Service Provider (Proprietary) Limited's ("MTN Service Provider") standard Subscriber Agreement ("Agreement") and as such the provisions of this complete addendum shall be deemed to be incorporated into the Agreement.

**TRANSFER APPLICATION  
TO BE COMPLETED BY EXISTING ACCOUNT & MSISDN HOLDER**

1, ....., the undersigned ("transferor"), being the account holder for the below mentioned MSISDN number, do hereby cede and assign all my rights and obligations in terms of the Agreement with sequence number ..... to the below mentioned transferee and agree to be bound by the terms and conditions set out below.

1. I acknowledge and accept that this transfer application is subject to acceptance or rejection at MTN Service Provider's discretion and that MTN Service Provider is not obliged in any way to accept my request to have the aforementioned rights and obligations ceded and assigned to the transferee.
2. In the event that MTN Service Provider does agree to such cession and assignment, I shall be liable for all costs incurred on the aforementioned account for such MSISDN until the transfer of this MSISDN has been affected to the transferee, that all the requirements stipulated by MTN Service Provider have been met by the transferee and that my SIM card with MSISDN number .....has been suspended, which suspension need not be notified to me. The SIM card will be suspended by MTN Service Provider upon approval of transfer of the MSISDN.
3. I warrant that I am authorised to request the transfer of the aforementioned MSISDN and to cede and assign my rights and obligations as contained in the Agreement and that I hereby indemnify MTN Service Provider, its agents and employees, against any loss or damage or claims of any nature arising in any manner as a result of this addendum and the requests and information contained herein.

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I have read, understand and agree to be bound by the terms and conditions printed above and declare that the information given above is true and correct.

Signed at .....on this the.....day  
of.....

As Witnesses:

1. ....

2. ....

.....  
for

Full Name of Signatory:.....



**ADDENDUM TO MTN SERVICE PROVIDER SUBSCRIBER AGREEMENT  
TO BE COMPLETED BY THE NEW ACCOUNT HOLDER**

*You give MTN SP express permission to obtain from or give your personal details, credit record and payment history and/or status to, any registered credit bureau and national credit register, in connection with MTN SP granting you access to any Network Services or other services in terms of the MTN SP Subscriber Contract, or the setting by MTN SP of any limit or service.*

SEQUENCE NO.:.....

I, ....., the undersigned, ("the transferee") do hereby accept the transferor's cession and assignment of the transferor's rights and obligations set out in the Agreement with sequence number .....and further agree as follows:

- 1 I hereby make application to have the aforementioned MSISDN number and/or the account referred to above transferred into my name and hold myself liable for any amounts owing on such account and related to the aforementioned MSISDN from the date that the MSISDN is activated on my account;
- 2 I acknowledge that this transfer application shall be accepted entirely at MTN Service Provider's discretion and that MTN Service Provider shall not be obliged to provide any reasons for its rejection, should it elect to reject this application;
- 3 I shall be obliged to complete a new MTN Service Provider Subscriber agreement for the purposes of providing MTN Service Provider with the details required;
- 4 That MTN Service Provider shall be entitled to make the necessary enquiries into my financial matters to conduct the relevant credit vetting enquiries in consideration of this application;
- 5 That the activation by MTN Service Provider of a SIM card shall be deemed to be an acceptance on MTN Service Provider's part of this transfer application and that I shall be bound by the terms and conditions contained in this addendum and the agreement referred to in 3 above;
- 6 The transfer is subject to the transferee continuing to utilise the same tariff package for the relevant MSISDN as the transferor. No tariff package migration or removal of fixed charges from the transferor's account will be permitted until the first statement has been generated on the transferees account.

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*The above constitutes an acknowledgment of fact by you. By signing and agreeing to the terms of this document, this constitutes an assumption of risk and/or liability by you. MTN SP may have various rights and claims against you, including for the payment of amounts owing under the MTN SP account and also where you do not comply with your undertakings and obligations above*

Signed at .....on this the.....day of.....

As Witnesses:

1. ....

2. ....

.....  
for

Full Name of Signatory:.....