



Blacklisting Procedure

HEREWITH please find the information that you require in order Blacklist a handset.

Kindly complete the below Blacklisting form. This has to be completed and signed by your Company's MTN Account administrator and forward it to business@mtn.co.za

N B: The handset must be used in conjunction with a MTNSP sim card

N B: This process must be completed before being reported to your local police station.

Unblacklisting Procedure

Should you wish to unblacklist a handset, an affidavit with the following information must be completed and signed by your Company's MTN Account administrator sent to business@mtn.co.za

- **Blacklisted phone details (Cell number, Handset make and model)**
- **IMEI (Serial Number)**
- **ITC reference number (Number received when handset was blacklisted)**

Please feel free to contact our Contact Centre lines, which are:

809 from a MTNSP sim card or 083 1 809 from a landline or other Network operators



REQUEST FOR BLACKLISTING OF HANDSET

Customer Details												
(Please complete all the fields)												
Cellular Number	0											
Customer Name												
ID Number												
Account Number												
(Only for Contract Clients)												
SIM Card Number												
Address												
	Code											
Alternate Contact Number												
Date last used	____/____/____					Date Lost/ Stolen		____/____/____				
IMEI* (Serial Number)												
Handset Make												
Handset Model												
Date Reported	____/____/____											

(*15 digit number on the back of the cellular phone visible when battery is removed or on packaging of handset.)

Reason for Blacklisting Stolen Lost

How would you like us to confirm Blacklisting?

Please indicate:

Via: Fax E-Mail Postal Address (Tick)

Subscriber Signature: _____ Date: _____

Please note that this is not an insurance claim form. Kindly ensure that all details are correct and complete. Failure to do so will result in your blacklisting request not being processed.
 Please note that by blacklisting your handset it does not automatically block a sim card from being used.