

MTN Service Provider (Pty) Limited
Head Office: 216 14th Ave, Fairland, Roodepoort, 2170
P.O. Box 9955, Cresta, 2118
Tel: (011) 912-3000 Fax: 083 705 7171
Website www.mtnsp.co.za



Migration Procedure

HEREWITH please find the information that you require in order to Migrate a package

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

N B: Kindly state the full package details eg: Anytime 100 @R759

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



ADDENDUM TO SUBSCRIBER AGREEMENT

Subscriber Agreement Sequence No.:

Migration Application

This document is an addendum ("addendum") to the Subscriber Agreement entered into between MTN Service Provider (Pty) Limited and the Subscriber with the aforementioned sequence number ("the Agreement") and as such the provisions of this addendum shall be deemed to be incorporated into the Agreement. In the event of any conflict between the terms and conditions of the Agreement and the terms and conditions set out in this addendum, the terms and conditions of this addendum shall prevail.

ACCOUNT NAME	:	
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CELL NO	:	
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ACCOUNT NUMBER	:	
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DATE	:	
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CURRENT PACKAGE : _____

NEW PACKAGE : _____

MIGRATION FEE : _____

I, the undersigned ("the Subscriber") agree and acknowledge that upon completion of this addendum and upon its submission to MTN Service Provider, MTN Service Provider's policies and procedures with respect to migration applications and migrations themselves, as amended from time to time, shall apply and that furthermore, I shall be bound by the terms and conditions set out below:-

1. This document constitutes an application by the Subscriber to migrate from the Subscriber's existing cellular telephony package to another different cellular telephony package.
2. This application may be accepted or rejected by MTN Service Provider in MTN Service Provider's sole discretion and MTN Service Provider shall not be obliged to provide reasons to the Subscriber for any such rejection.
3. In the event of MTN Service Provider accepting the Subscriber's application to migrate as aforementioned, a migration fee, as determined by MTN Service Provider, from time to time, in accordance with any regulatory requirements, shall be payable by the Subscriber. The Subscriber hereby authorises MTN Service Provider to charge such fee to the Subscriber's above detailed account.
4. Any value added services which the Subscriber had applied for and utilised in accordance with the Subscriber's previous package, shall remain unchanged and accordingly, unless such value added services are now included in the new tariff to which the Subscriber wishes to migrate, such charges shall continue to be applicable and payable by the Subscriber.
5. Any inclusive minutes afforded to the Subscriber in accordance with the Subscriber's current package must be utilised by the Subscriber before the migration takes place failing which such inclusive minutes shall be forfeited.
6. The duration of the Agreement and in particular the initial period of such Agreement, shall remain unchanged and shall in no way be effected by the Subscriber's migration.
7. MTN Service Provider shall be entitled to alter, add to and vary the terms of the Subscriber Agreement upon written notice to the Subscriber.

Please note that migrations are only effective as of your next billing month

I have read and understood the above provisions and agree to be bound by them.

SIGNED AT ON THIS THE DAY OF /
