

**This document is for viewing and awareness only**

**MTN Service Provider (Pty) LTD ("MTN SP")**  
 Reg Number 1993/002648/07  
 Innovation Centre 216 – 14<sup>th</sup> Avenue Fairland Roodepoort 2195  
 Private Bag 9955 Cresta 2118 South Africa  
[www.mtnsp.co.za](http://www.mtnsp.co.za)  
 VAT No.: 4130141247  
 Collection Call Centre: 083 900 0564  
 Technical Call Centre: 083 900 0349

<b>TFR #</b>	<b>0000000</b>
<b>DATE</b>	
<b>RETAILER</b>	



**TECHNICAL FAULT REPORT (TFR)**

*everywhere you go*

*This Technical Fault Report Form contains statements which are acknowledgments of fact by you. You must read this form carefully and ensure that 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 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.*

**NOTE: Device software upgrade is mandatory for all repairs which will restore your device to factory settings by default, effectively erasing all stored data including your contacts. Please ensure you back-up all data before handing in your device for repairs. MTN SP shall not be held responsible in any way whatsoever for any loss of data or information stored on your device.**

<i>Incomplete details will cause delay in service time and may result in your device being returned unrepared.</i>			
<b>Store Details</b>			
Retail / Distributor / Dealer Name			
Store Address			
Consultant Name & Surname			
Telephone Number			
E-mail Address			
Date Received	____ / ____ / 20____		
Time Received	____ H ____		
<b>Customer Details</b>			
Name & Surname			
Identity Number			
Physical Address			
Work Number			
Home Number			
Alternative Contact No. (Cell No.)			
E-mail Address			
<b>Device Details</b>			
Device Make			
Device Model			
IMEI Number			
Cell Number			
<b>Proof Of Purchase</b>			
In Warranty Repair	POP Supplied / Attached	<b>Note: In the event of Proof of Purchase not being supplied, your repair will be treated as Out of warranty and quoted accordingly. POP's shall not be accepted after your repair is complete.</b>	
	CPD Supplied / Attached		
Out of Warranty Repair	No POP		
<b>Fault Description</b>			
<i>(Please indicate fault with X where applicable)</i>			
Phone Dead (battery and charger required)		LCD or Touch Screen Malfunction	
Not charging (battery and charger required)		LCD Cracked (Voids warranty - Chargeable repair)	
Physical Damage (Voids warranty - Chargeable repair)		Call Experience (Poor Signal, Dropped Call, Echo, etc.)	
Liquid Damage (Voids warranty - Beyond Economical Repair)		Keypad / Keyboard Malfunction	
Software Upgrade required		Replace Front Cover (Cosmetics - Chargeable Repair)	
Microphone Malfunction		Replace Back Cover (Cosmetics - Chargeable Repair)	
Speaker Malfunction		*Accessory Malfunction (Specify)	
Ringer Malfunction		Device Freezing / Not Booting Up or Resetting Continuously	
Vibrator Malfunction		Wireless Connectivity Malfunction (Bluetooth and WLAN)	
Media / Application Malfunction (maps, music, memory, etc.)		Track Ball / Track Pad / Navigation Key Malfunction	
Camera Malfunction		Warranty Assessment	
<b>*Accessories Booked In:</b>			
Battery	<input type="checkbox"/>	Charger	<input type="checkbox"/>
Hands free/Portable Ear phone	<input type="checkbox"/>	Other	_____
<i>Note: Do not send accessories that are not related to the fault reported. Memory cards and Sim cards are not to be booked / sent in with your device for repairs, it shall be destroyed immediately on receipt at HVRC in accordance with policy.</i>			
<b>Detailed description of Fault:</b> _____			
I have read, understood and accept the terms set out on reverse. I confirm that I have completed the above information accurately and in full.			
<b>Customer Name:</b>	_____	<b>Signature:</b>	_____
		<b>Date:</b>	_____
<b>Consultant Name:</b>	_____	<b>Signature:</b>	_____
		<b>Date:</b>	_____

#### Terms and Conditions

1. Please ensure that the Technical Fault Report is completed in full.
2. Incomplete details will cause delay in service time and may result in your device being returned unrepared.
3. Device software upgrade is mandatory for all repairs which will restore your device to factory settings by default, effectively erasing all stored data including your contacts. Please ensure you back-up all data before handing in your device for repairs. MTN SP shall not be held responsible in any way whatsoever for any loss of data or information stored on your device.
4. Please attach proof of purchase, customer pick-up document or invoice.
5. In the event of Proof of Purchase not being supplied, your repair will be treated as Out of warranty and quoted accordingly. POP's shall not be accepted after your repair is complete.
6. Do not send accessories that are not related to the fault reported. Memory cards and Sim cards are not to be booked / sent in with your device for repairs, it shall be destroyed immediately on receipt at HVRC in accordance with policy.
7. If the fault is found by the HVRC to be due to misuse, abuse, liquid damage or beyond economical repair, your device will be out of warranty and the responsible person for this account will be held liable for cost incurred in connection with the repair.
8. In the event that the device is out of warranty, you will be given an estimate for the repairs prior to any work being undertaken.
9. You will be contacted for authorization of repair costs. Repairs will be effected on confirmed "go ahead" of the estimate.
10. Payment will be required within 7 (seven) days after the confirmation of the repairs.
11. Repairs done by MTN SP in respect of faults identified are covered by a standard 3 (three) months workmanship warranty and such warranty does not extend to liquid damaged or physical damaged device.
12. Certain devices may not be repaired by MTN SP due to MTN SP not being an accredited Repair Center for those particular devices, in that instance, you may receive a swap out and / or a reconditioned device in accordance with the manufacturer warranty policy.
13. Devices not claimed within 3 months (90 days) of repair will be sold to recover expenses.
14. Out of warranty repaired devices will only be dispatched on receipt of payment.
15. Estimates are valid for 5 days only. Failure to respond to the estimate will result in the device being returned and not repaired.
16. Delivery dates are estimates only, therefore MTN SP will have no liability to you for delays in delivery.
17. South African National Legislation prohibits the disposal or deposit of any particular goods, or any components, remnants, containers or packaging of any goods, into a common waste collection system, therefore MTN SP will not return any old parts and / or components resulting from a repairs process as these are required to be disposed in an environmentally friendly manner. Should the customer require to view these parts and / or components, arrangements can be made at the costs of the customer or the customer can visit the MTN SP High Volume Repair Center, of which no transportation cost will be charged.

**For all Technical queries, contact MTN SP on 083 9000 FIX (349)**

MTN Service Provider (Pty) Ltd is licensed as a financial Service Provider-License No: 23660

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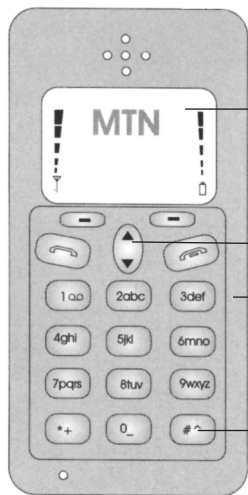
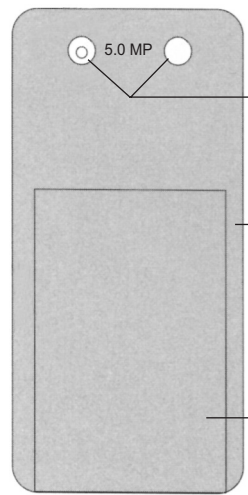


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**VISUAL INSPECTION REPORT**

**Note: Visual Inspection Report must be attached to the Technical Fault Report when devices are booked in.**

<p style="text-align: center;"><b>FRONT VIEW</b></p>  <div style="margin-top: 10px;"> <p>Display / LCD / Lense (Power up LCD to check for damage)</p> <p>Track Ball / Track Pad / Navi. Key</p> <p>Front Cover / Housing</p> <p>Keypad</p> </div>	<p style="text-align: center;"><b>BACK VIEW</b></p>  <div style="margin-top: 10px;"> <p>Camera Lens / Flash Lens</p> <p>Back Cover / Housing</p> <p>Battery Cover</p> </div>
<p style="text-align: center;"><b>SIDE VIEW</b></p>  <div style="margin-top: 10px;"> <p>Side Keys</p> <p>Handsfree jack / system connector</p> <p>Charge jack / USB connector</p> </div>	<p style="text-align: center;"><b>BACK VIEW WITHOUT BATTERY</b></p>  <div style="margin-top: 10px;"> <p>Battery Contact Pin</p> <p>IMEI Label</p> <p>SIM Reader / Tray</p> </div>

**Additional Comments:** (E.g. Marks / Scratches, etc. to be specified)

I hereby confirm physical condition of my device as indicated on the visual inspection report above. I confirm that I have completed the above information accurately.

**Customer Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Consultant Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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