



CHANGE OF SERVICE REQUEST

AFTER COMPLETING THIS FORM PLEASE FAX OR EMAIL IT WITH THE REQUIRED DOCUMENTATION TO:

Fax: 011 676 5486 OR EMAIL to: retentions@virginmobile.co.za

ALTERNATIVELY IF THIS IS FOR A **RENEWAL**, YOU CAN VISIT YOUR NEAREST VIRGIN MOBILE STORE FOR ASSISTANCE

What do you want to do?

Renewal

- If your phone is not paid up you will have to pay the outstanding amount before renewing

Cancel service

- Cancellation requests have a mandatory minimum 30 day notice period

First name:

Surname:

ID/ Passport/ Company reg number:

Company Name:

Service details for change:

Cell Phone number:

Package:

Required Package:

Contact details:

-These contact details will be used to update you on the progress of your change

Preferred contact number:

Alternative contact number:

Reason for change:

Your feedback is valued as this will enable us to improve on issues highlighted or for us to offer you a better service and increase your credit facility if you qualify

How would you like your renewal/ cancellation to be confirmed?

Email

Confirm Email Address Here

Fax

Confirm Fax Number Here

SMS

Confirm Cell Phone Number Here

I declare that the above particulars are true and correct to the best of my knowledge. I understand that I am fully bound by my conscience in giving these facts and that any misrepresentation of the facts constitutes fraud.

Standard Terms and Conditions Apply

Customer Signature

Date: