vodacom

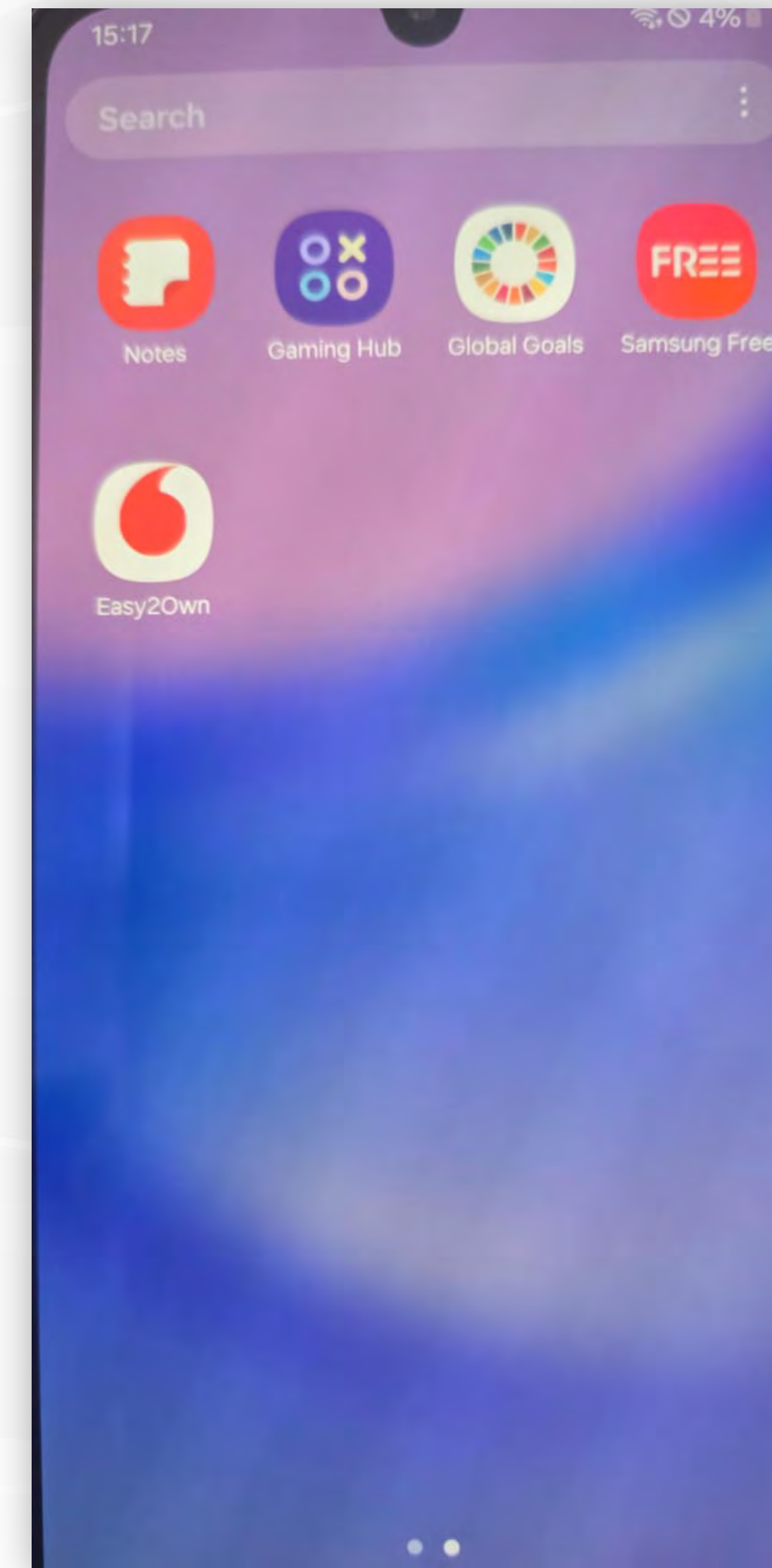# EASY2OWN

DIGITAL UNASSISTED - JOURNEY CUSTOMER GUIDE

E2O PERFECT STARTUP: HOW TO GUIDE

Delivery and Activation

- Delivery Agent Actions:.
  - Confirm device delivery and SIM installation.

- Customer Actions: Perfect Startup:
  - Confirm receipt of the device.
  - Perform RICA registration for new SIM cards.
  - Switch on the device to complete the order process.
  - **When connecting to WI-FI, please connect to a Wi-Fi network that you plan to use moving forward. This will help ensure smooth access and functionality for your device, especially after any resets or updates. Make sure it's a secure and reliable network that you'll have regular access to.**
  - You will receive a 1GB once-off bundle (valid for 24 hours) upon the first switch-on.
  - You will receive an SMS with a password to log in to the E2O app.
  - You will receive a video link on how to log in to the E2O app.
  - Log in to the E2O app, take a selfie, and upload the ID picture.

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1.How to login to E2O app

Locate the Easy2Own mobile app icon on the device's home screen. Tap to open the E2O app.
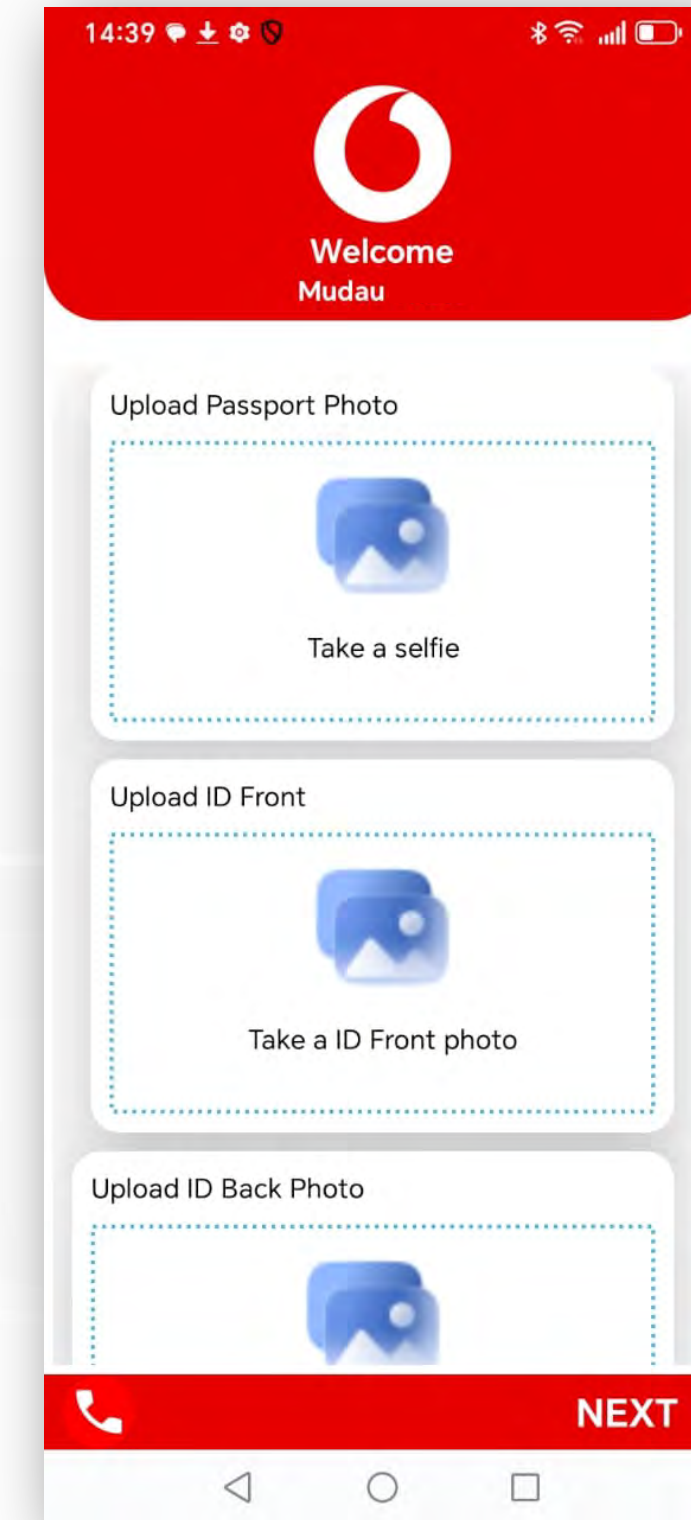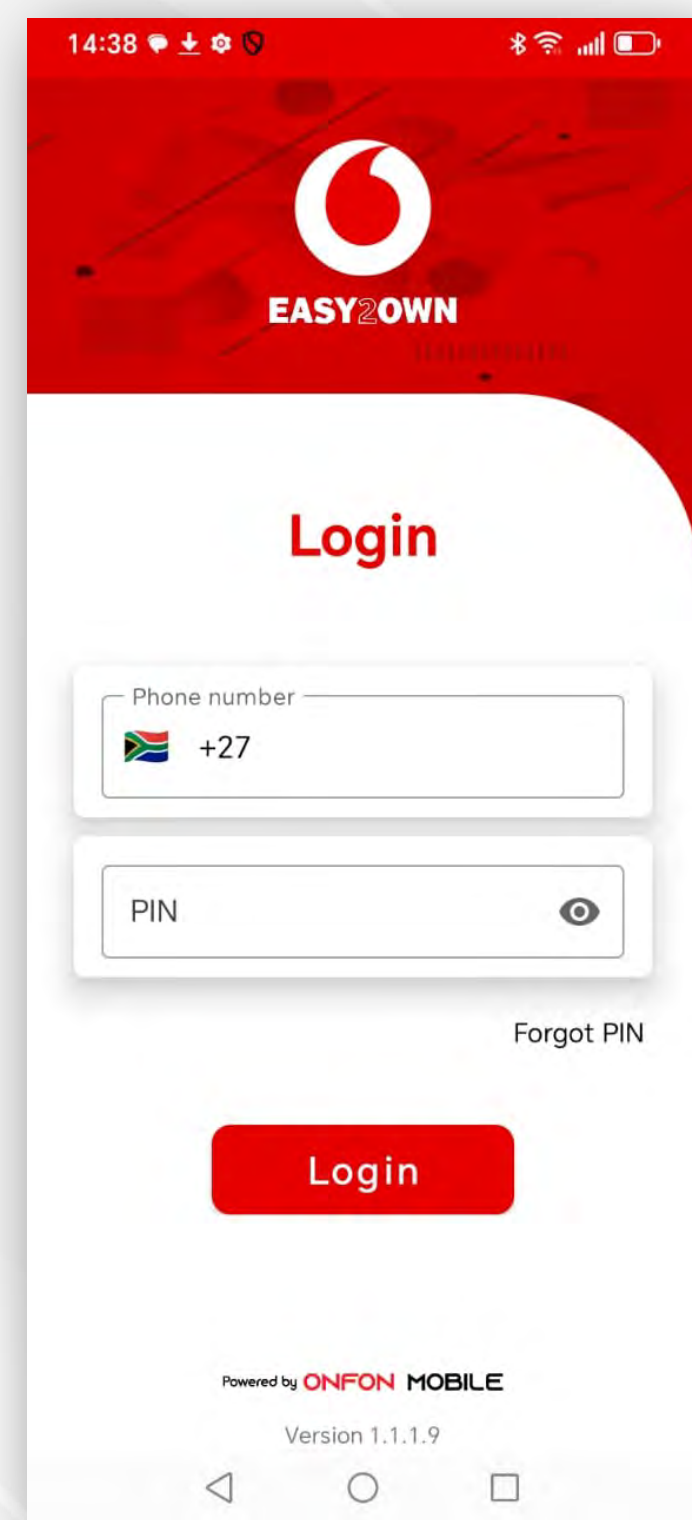

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1.How to login to E2O app

Enter the customer's mobile phone number.

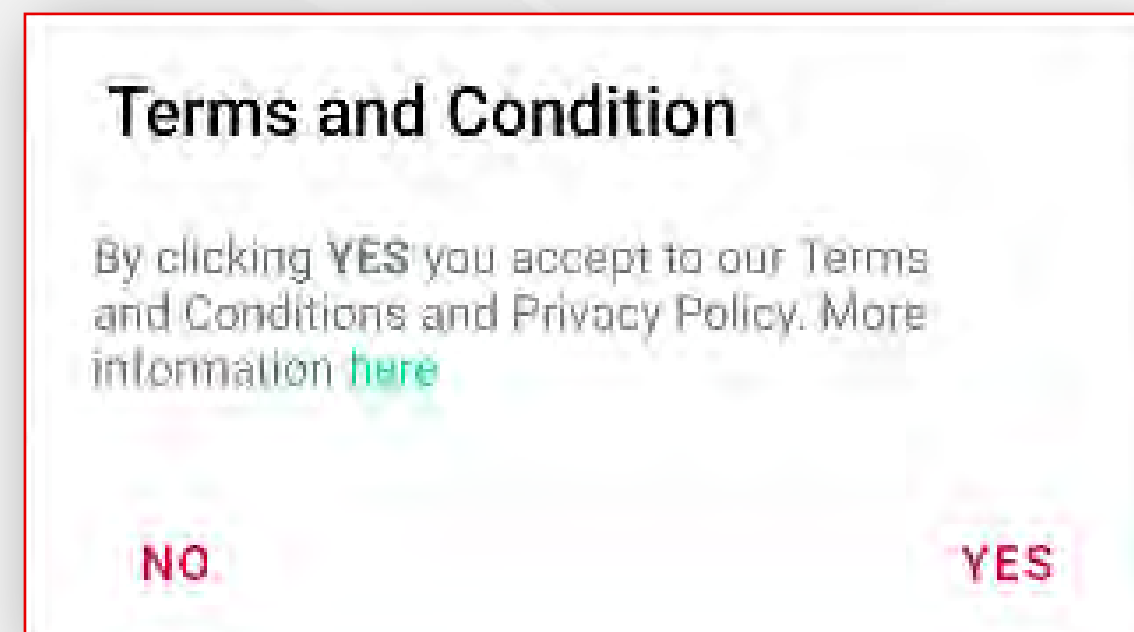Enter the customer's PIN registered on the
   E2O mobile app. -received via SMS

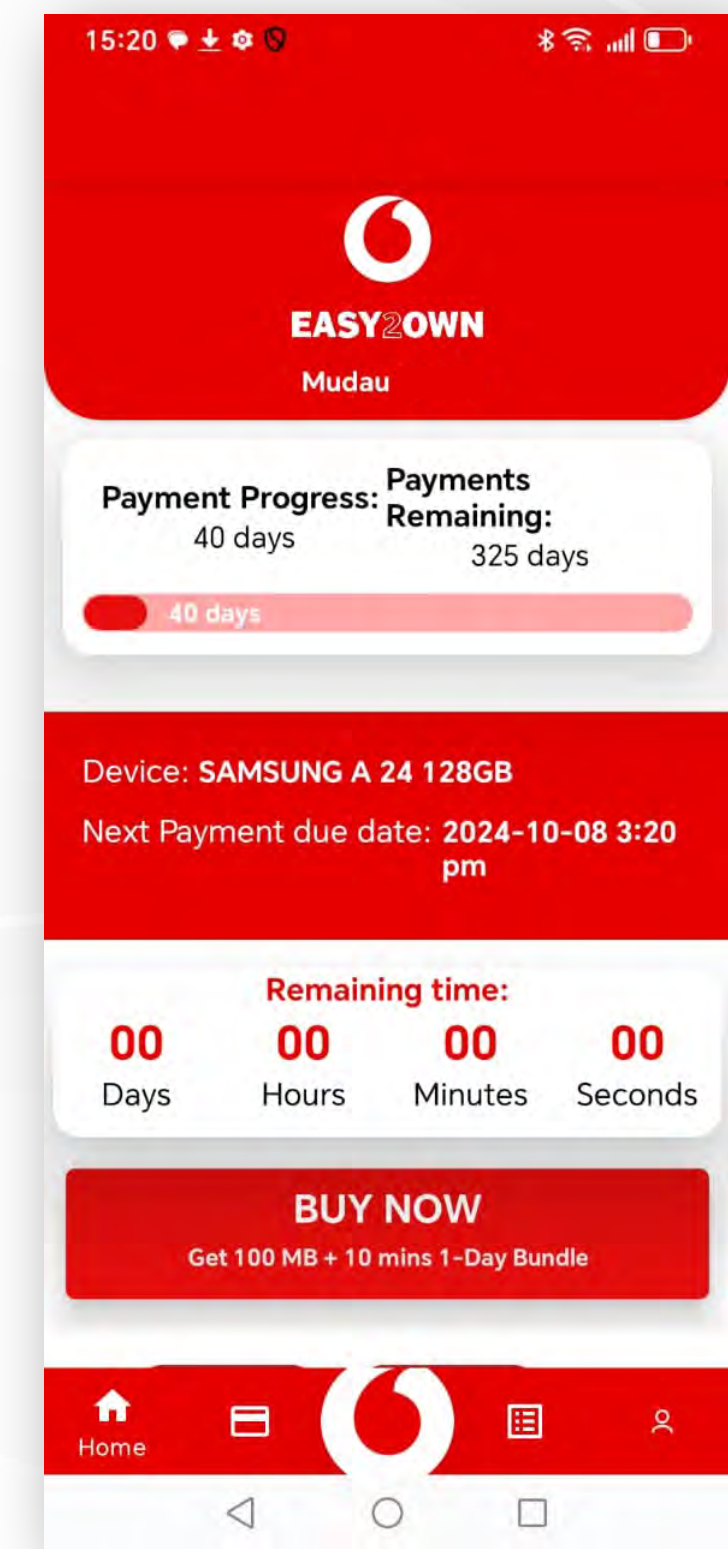Take a self pic and ID pic and upload then

click Next

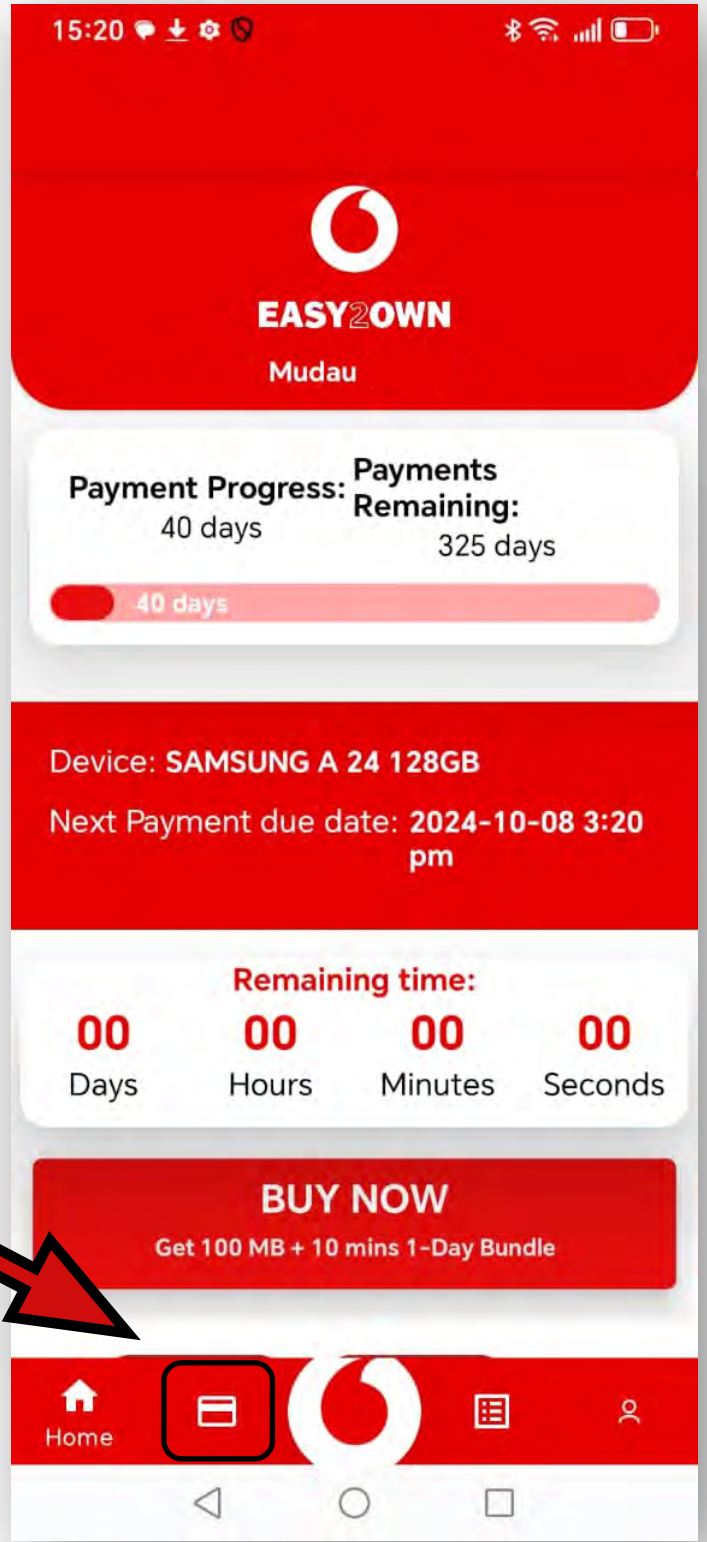1. Tap the Yes option to accept the Terms and Conditions.

6.   The Easy2Own mobile app home screen will now be displayed.

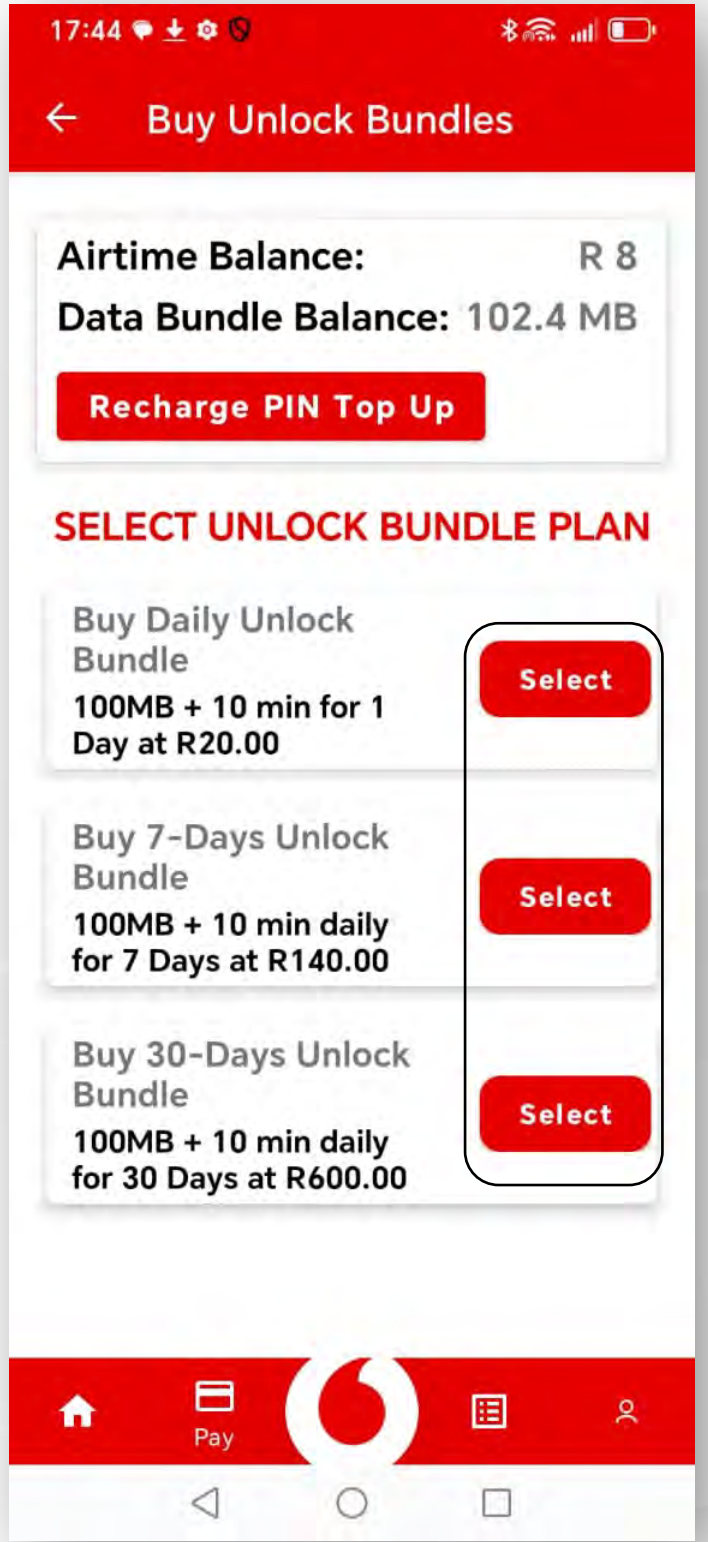◦ Upon successful upload, the customer is welcomed to the E2O application to view the loan.

◦ Customers have 24 hours to recharge from the day of activation. After 24 hours, if there is no recharge, the device will be automatically locked.

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2.How to view the remaining E2O unlock bundles.

Tap the BUY NOW or Pay button.

Select to purchase either a Daily, Weekly, or Monthly bundle.

Tap the YES button to confirm the purchase.

A confirmation message of a successful purchase will be displayed.

Confirm you want to Buy Daily Unlock Bundle of 100MB + 10 min for 1 Day at R20.00?

NO   YES

Confirm you want to Buy 7-Days Unlock Bundle of 100MB + 10 min daily for 7 Days at R140.00?

NO   YES

Confirm you want to Buy 30-Days Unlock Bundle of 100MB + 10 min daily for 30 Days at R600.00?
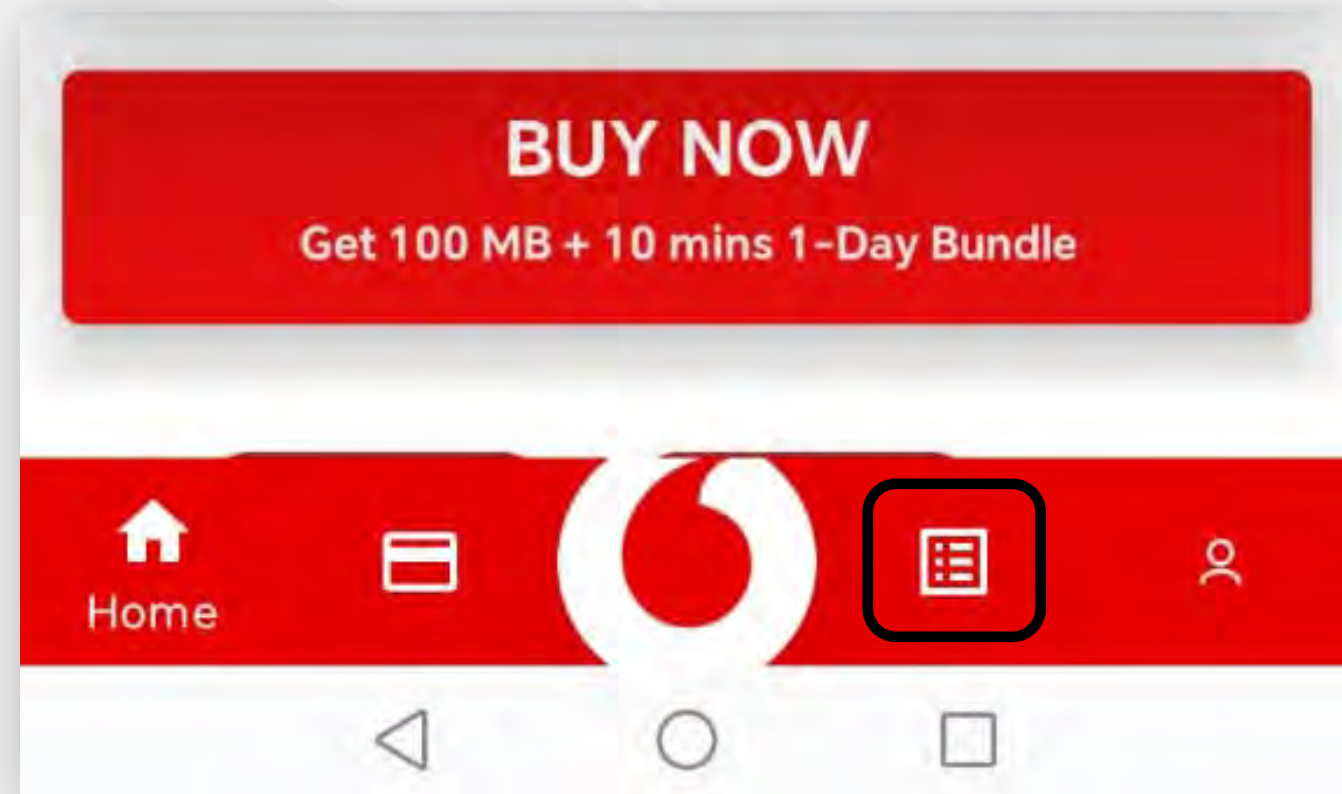
NO   YES

Success

You have successfully bought 100MB + 10 min for 1 Day at R20.00.

OK

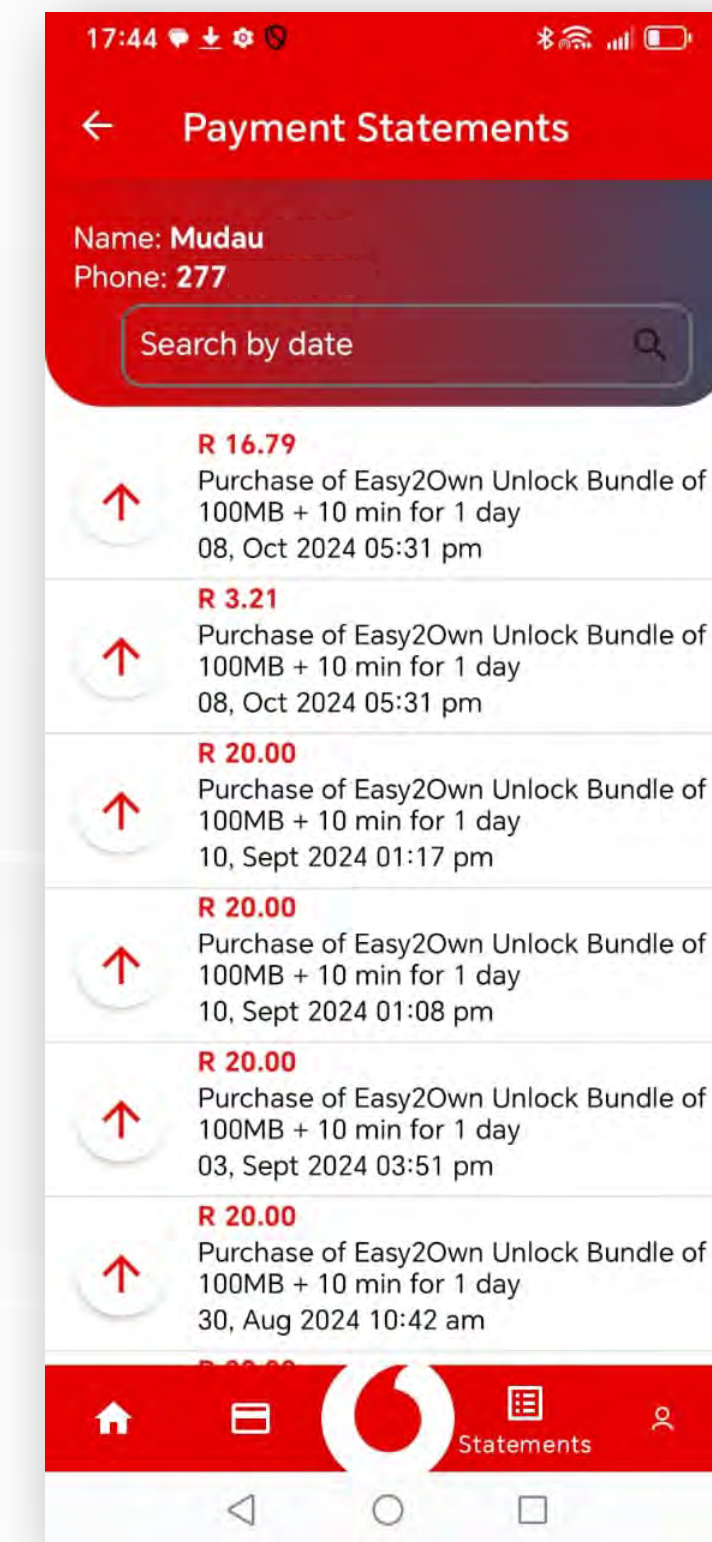EASY2OWN

3.How to view payment statements.

Tap the Statements icon.

Customer Care Support (Call 082 135

Here the customer can view:
- The deposit payment,
- All the E2O unlock bundle purchases.

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FAQs

5.1. What is Easy to Own Mobile App?

- Easy to Own App is the channel that customers use to manage their Easy to Own phone repayment.

5.2. What features are available on the Easy to Own Mobile App?

- Easy to Own displays the count of days paid up, the outstanding payments due, the expected due date of payment, link to Vodapay, purchase daily, weekly, or monthly unlock bundles, and view account statements.

5.3. When is the Easy to Own app installed on the mobile phone?

- The Easy to Own App is installed automatically when the customer turns on the device on first boot. Once installed, Easy to Own cannot be uninstalled from the phone. It can only be uninstalled automatically when the customer clears the Easy to Own balance payable.

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5.4. Can a customer access the Easy to Own Mobile App on a locked state?

- Yes, when the Phone is locked, it displays Vodacom DPC, the Easy to Own app, the Vodapay App.
- To open Easy to Own, tap on the Easy to Own app displayed on the locked screen.

5.5. What are the Features of Easy to Own mobile app?

Easy to Own App displays the following features:

- Home Page, where the customer sees information about the Easy to Own account and the payment status.
- Payment Page where the customer can purchase the Unlock Bundles.
- Statement Page where the Customer can see all unlock bundles purchased.
- FAQ page where the Customer can see all frequently asked questions.
- VodaPay page that when tapped opens the Vodapay App
- Contact Page that shows all channels through which customers can contact the Vodacom Contact Centre.

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5.6. What happens when a customer fails to make payment for their Easy to Own device?

- The customer's phone will lock whenever the customer fails to make payment on time.

5.7. What happens to the phone when it is in a locked state?

- While in a locked state, the phone's functionality is limited. The Customer can only use Easy to Own app, Vodapay App . Other functions such as making and receiving calls, sending SMS or access to all other apps installed on the phone cannot be accessed.

5.8. Does Easy to Own App charge for internet bundle whenever it's opened?

- Easy to Own App is a zero-rated app, meaning it does not need one to have internet bundle balance in order to access the server. The app works on zero cost to the customer. The customer should ensure the Mobile   Data is turned on for Easy to Own to connect to the Internet.

5.9. How can a customer connect to the internet on Easy to Own phone while in a locked state?

- The customer needs to turn on Mobile Data for the Easy to Own app to connect to the internet. In the event that the phone locks while mobile data is off, the customer can connect to the internet using hotspot from a nearby device or through WIFI connection. Customers are always advised to turn on Mobile Data before the phone locks.

5.10. Does Easy to Own Phone Use WIFI and Hotspot?

- Easy to Own phone uses all channels to connect to internet, i.e., mobile data, WIFI or hotspot. While using data, no charge is applicable as Easy to Own App is a zero-rated service.

5.11. How will the customer know how much time is left before the phone gets locked?

- The customer can know how much time is left before the phone locks by opening Easy to Own App and reading the countdown timer on the homepage. The next date and time of payment is also displayed right below the counter. Customers are always advised to make payment before the timer ounts down to zero.

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