

Dear Customer,

Kindly note that payment for all Vodafone invoices are due for payment by the 20th of each month. All payment should be done on or before the due date to avoid disconnection of your service. Customers who may have queries in regards to their invoice are advised to contact Vodafone via email customercare@vodafone.com.vu before the due date of the payment as well, so that disconnection may be reconsidered.

10 th M	20 th M	After 20 th M
Invoices available	Payment due	Disconnection for non-payment
By 10 th of each month	By 20 th of each month	After 20 th of each month

ACCESSING YOUR E-BILL

Your Vodafone invoice will be issued by the first week of each month and is available for your access and downloading by clicking and logging into your account on “Self Care” under “My Account” tab online Vodafone’s website: www.vodafone.com.vu

Vodafone Post-pay customers will be notified through an SMS and/or email that their invoice has been made available online via the above mentioned website link.

Steps to log into customer’s online account:

1. Via www.vodafone.com.vu select “My Account” tab
2. Select “self-care” option
3. Input of your logging in credentials [provided by your Sales Contact in Vodafone]
4. Click “Login ” tab to access your invoices

Logging in Credentials Details:

Please contact Vodafone Customer Care on customercare@vodafone.com.vu or visit our Business Corporate team at Vodafone house or Vodafone shop in Santo and Tanna.

BILL PAYMENT

Visiting Vodafone Shop

Payment by cash, cheque, credit card or EFTPOS can be made during opening hours at the following locations:

Vodafone House, Lini Highway, Port Vila – Opposite Fatumaru Bay
Tana Russet Retail Shop, Lini Highway, Port Vila
Vodafone Santo – Luganiville
Vodafone Tanna – Lenakel, Tafea Coop

Payment via Internet/Bank Deposit

Payment via internet banking or bank deposit can be made in favor of Vodafone Vanuatu into any of the following accounts.

Please ensure that you include your Customer ID number in the transaction reference field, so that we are able to allocate your payment correctly.

Bank	Account Number
ANZ Bank Vanuatu	645450
Bred (Vanuatu) Ltd	105111010016
National Bank of Vanuatu	0001358001
BSP Vanuatu	190511101

Please note online banking payment (e.g. via your bank) will take between 24 - 72 hours to reflect your account.

Payment via Bank Direct Debit

Payment via direct debit can be done by requesting and completing a direct debit application form and emailing it to customercare@vodafone.com.vu or returning it to the customer service team at Vodafone House or Vodafone Santo and Tanna office.

Vodafone Bank direct Debit will reflect within one (1) Business working day.

Unable to pay your bill

If you encounter any difficulty with making your payment, please contact creditcontrol@vodafone.com.vu as soon as possible to discuss options with one of our representatives.

DISCONNECTION OF SERVICE

If full payment is not received by the Vodafone Vanuatu on or before the due date 20th of each month, Vodafone will disconnect your services and will reconnect only after receiving full payment and reconnection fee of 1,533 (Vat inclusive) will be applicable per services.