

For blacklisting

Fax/e-mail completed blacklist/Unblacklist request form to 011 546 9017 or vspblacklisting@vodacom.co.za

Blacklisting request will be processed 24 business hours upon receipt of form.

For Un-blacklisting

Fax/email completed blacklist/Unblacklist request form to 011 546 9020 or vspblacklisting@vodacom.co.za

Un-blacklisting request will be processed 48 business hours upon receipt of form.

Completed documents to be sent between Monday 8am to Friday 5pm.

Contact Vodacom Customer Care on 082 111, available 24 hours

Frequently Asked Questions

1. Why do you need to blacklist a stolen / lost device?

The mobile network operators have combined efforts with the South African Police Services (SAPS) to fight the theft of devices.

By blacklisting your device, you will render it unusable on all of the mobile networks, therefore making it useless to criminals.

NOTE: Always ensure that your device has definitely been stolen / lost prior to blacklisting it.

2. What do I need to submit to my insurer when claiming?

You will receive a blacklisting reference number once you have submitted your completed blacklisting request form to Vodacom.

You will be required to submit this reference number (ITC number) along with your case number received from the SAPS to your insurer.

NOTE: Vodacom does not require a case number from the SAPS in order to blacklist your device.

3. How can I un-blacklist my blacklisted device?

To un-blacklist a recovered device, fax or email the Vodacom Cellphone Blacklist and Un-blacklist request form with a copy of your ID.