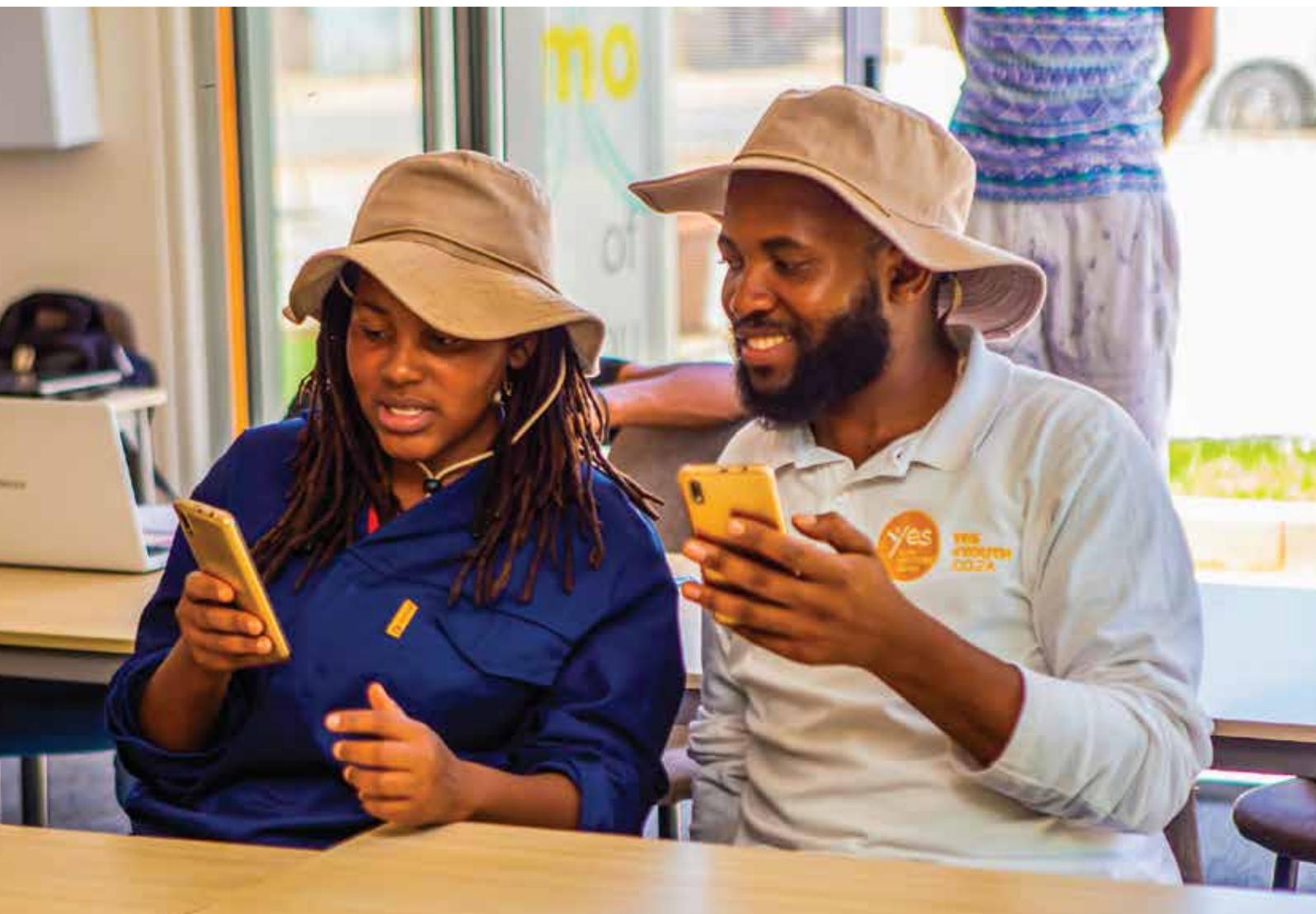


PHONES FAQs



CONTACT US

www.yes4youth.co.za
corporatesupport@yes4youth.co.za
20220118



The smartphone and delivery

Each YES Youth will be issued with a smartphone loaded with the YES apps. This is explained in more detail below. The combination of smartphone, SIM card and phone insurance will vary depending on the availability of stock of a particular batch.

You will be contacted to confirm delivery of the smartphones to your youth once the following conditions have been met:

- You have uploaded the youth data onto the YES Company Portal
- The youth have worked for a period of one month, as the risk of youth drop-offs is high within the first month

The smartphone process for youth



1. Phones will be delivered to the youth's central work address/es



2. Youth will need the following to activate the phones: Original ID, copy and proof of address. RICA will be completed by Mobicel on delivery, or at a later date as agreed with the client and Mobicel (devices must please be RICA'd no later than a month after delivery)
* If youth do not have a proof of address please bring an affidavit



3. The youth must then insert the SIM and turn the device on
* Must not remove the SIM



4. The youth must then turn the phone's data on in mobile settings



5. The youth will then receive a SMS with their new number
* Phone needs to be left on with SIM inserted



6. The apps have been preloaded. To activate the account, youth must login.

Please note: Phones may have system updates which install when first switching on. The YES apps are currently zero-rated on the Vodacom network for the entire 12 months and therefore should not incur data charges. YES is endeavouring to secure zero-rated data across the rest of the mobile networks. Logging in to YESLife requires Internet connectivity. Viewing and downloading certificates also requires data.

The smartphone insurance policy

Should the phones be lost, stolen, damaged, or have out-of-box failures, please follow the processes detailed below. The insurer will not provide cash as a rebate for an insurance claim relating to a lost or stolen phone.

In the event that the youth resigns or absconds before the completion of the 12-month work experience and does not return the device, the cost for a replacement device is currently R1,250 excl. VAT. (Subject to change.)

Both the cost and type of replacement phone may vary from time to time, depending on the available package YES has managed to secure with relevant suppliers. Should you have a youth resignation, kindly advise YES. We will cancel the SIM card and reissue a new SIM card for the replacement youth.

In the event where a youth leaves the programme before eight months have lapsed, it is the corporate's responsibility to retrieve the phone and all of its accessories from the youth and for the devices to be reallocated to the replacement youth.

Additional SIM cards are delivered with the phones for the use of replacement youth.



- 1 Read through all the Terms & Conditions.



- 2 Contact the Mobicel call centre on **011 541 3300** with details of the claim (IMEI number of device, address and contact details). If the device is faulty within seven days of use, or needs repairing, call **011 541 3300** to book an Out of Box Failure (OBF) or repair and obtain a reference number.



- 3 A valid affidavit and claim form must be mailed to yesinc@mobicel.co.za upon every claim. Claim form to be attached with device for damaged phone processing.



- 4 Wait for claim to be validated and approved. For OBF, units must be sent to Mobicel with handset, battery, charger and earphones complete in the box.



- 5 If approved, the order will be generated and processed.

- 6 Replacement device to be delivered by RAM Couriers directly to youth's workplace.



011 541 3300
yesinc@mobicel.co.za

YES smartphone FAQs

1. What is the purpose of the smartphones?

There are two preloaded YES apps on the smartphones. It is crucial for YES Youth to engage with both these apps as they allow us to fulfill the monitoring and evaluation mandate. Once a youth has completed the programme, he/she will receive a YES-verified CV and reference letter. The main purpose of the apps is to ensure consistency in the YES programme and to provide every YES Youth a quality work experience.

2. When will the company receive the smartphones?

The phones will be ordered once the following two conditions have been met:

- The monitoring and evaluation fee has been paid and received by YES.
- Youth data has been uploaded on the YES Company Portal by the client. It is strongly recommended that youth data is uploaded as soon as recruitment has been finalised to allow for efficient delivery of the phones which will enable the youth to promptly begin engaging with the modules and surveys as required for participation in the YES programme.

Phones are ordered and delivered 4-6 weeks after the youth have been uploaded on the YES Company Portal, allowing for the drop-offs that tend to occur within the first month of employment.

3. Who is responsible for the safekeep of the smartphones?

The client and the youth.

4. Which device will the youth receive?

The youth will receive a smartphone. The model supplied is dependent on the discussions and agreements held with the supplier at the time. The supplied device type is also subject to change as per YES app specifications.

5. Who do the phones belong to?

The phones are company (client) property. Clients are encouraged to ask the youth to sign a form acknowledging that the phone is company property and the youth are not allowed to abscond with the device as this will be considered theft of company property. Other prohibitions include:

- Selling of the YES phone
- SIM swap
- Lending phone to friends and family
- Deleting YES apps
- Gifting friends/family with the YES phone
- Destroying the YES phone

6. Who is responsible for RICA of the SIM card?

A Mobicel RICA agent.

7. What do we do with the phones once the youth have completed the programme?

It is at the discretion of the client whether to retain the phones or allow youth to keep them upon completion of their quality work experience. Should the client wish to retain the phones; the following must be taken into consideration:

The phones are chosen as per YES app specification hosting needs. Should the app hosting needs change, the previous device might not be suitable to host the YES app updates.

8. Are the phones insured?

Yes, the phones are insured against damage, out-of-box failures, loss and theft. Please see insurance claim infographic on page 05.

9. How many times can one youth claim on insurance?

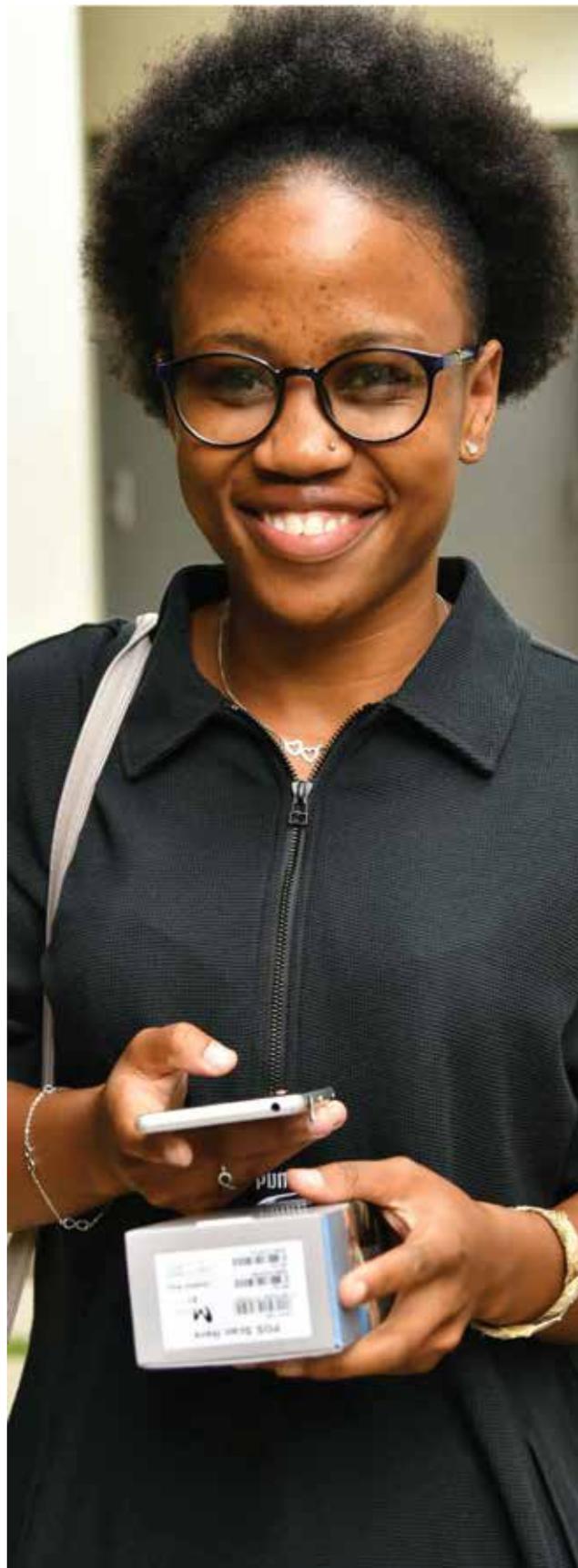
Each youth can only claim once. Should the phone be lost, stolen or damaged a second time by the youth, the company or youth is required to purchase a new device via YES.

The company can request an invoice for the phone/s from the YES phones department.

10. If a youth leaves the YES programme before completion, what happens with the phone?

The youth must return the phone with all its accessories (memory card, charger, earphones) to the company and this phone must be reassigned to the replacement* youth. The replacement youth must be given a new Vodacom SIM card by the corporate (additional SIM cards are delivered with the phones in the case of replacement youth). The company must also notify the YES phones department of the change so the new SIM card/s can be RICA'd by our agents.

*Please be sure to upload replacement youth on the Company Portal in order for the youth to gain access to the YES apps.



Thank you for
saying YES to
a future that works



Contact Us

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