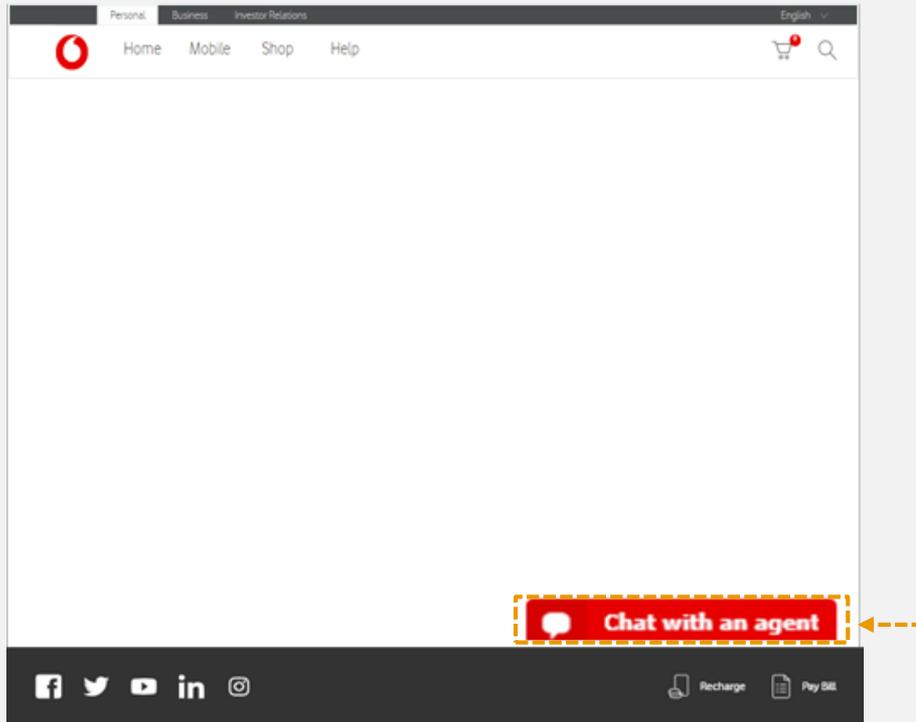




**Transfer of Number** - Steps to start chat  
and attach your documents





Step:1

Click on the “**Chat with an agent**” button located at the bottom right of your website page



Personal Business Investor Relations English

Home Mobile Shop Help

Live Chat

**Introduce yourself \***

Name

email@email.com

**Phone number \***

12345678

**Select a Department \***

Consumer English

**Message \***

Transfer of Number

**Start chatting**

Recharge Play Bill

Step:2

Enter your details in the chat window and click “**Start Chatting**” button to connect with our chat team agent.



Personal Business Investor Relations English

Home Mobile Shop Help

**Live Chat** ↗

**Live Chat**  
How can we help you today?

**Customer Service**  
Thanks for using chat! Please continue to wait and we will attend to you shortly. If you are contacting us to know your usage, offers, bill, make payments or to buy recharge /Add-ons, we highly recommend that you use our self-service options on our IVR, App & \*100#. To make a bill payment, click here <https://www.vodafone.qa/en/online-bill-payment>

Queue position: 1

Type your message here

**Options** Hi, Name

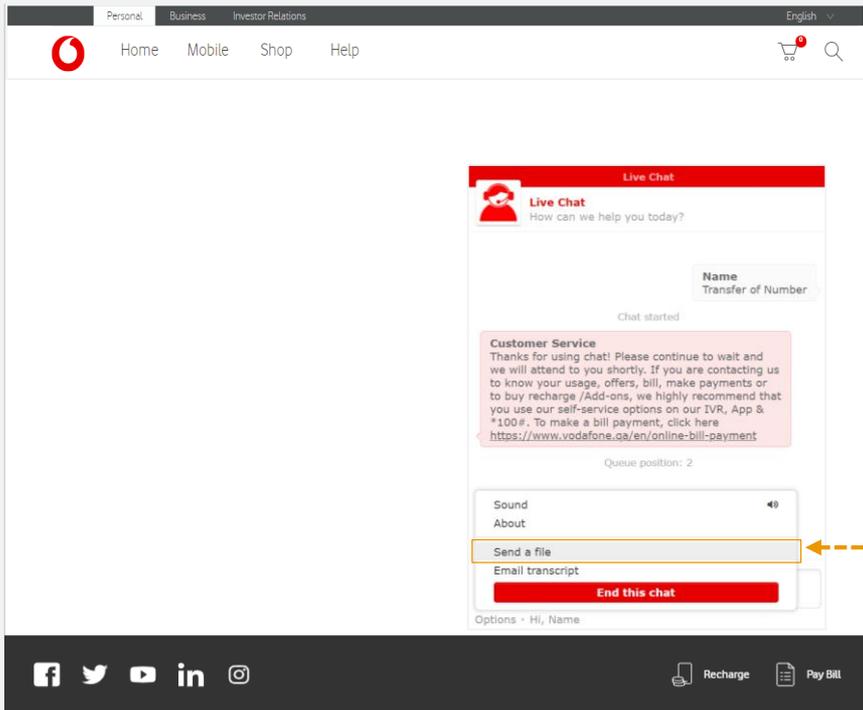
Recharge Pay Bill

### Step:3

Our agent will ask you a few security questions. Once you answer them right, you will be asked to attach all your documents.

Click on “**Options**” button located at the bottom left of the chat window to start attaching your documents.





Step:4

Click on “**Send a file**” option and attach the below documents:

- 5 Seconds Selfie video of owner holding QID
- 5 Seconds Selfie video of receiver holding QID
- ‘Transfer of Number’ form signed by owner and receiver.
- Scanned colored QID (front and back side) of owner and receiver.



## **Important information to avoid rejection of your documents :**

- Documents of both owner & receiver are mandatory to process the TON request
- Make sure your video documents are in AVI, MKV, MP4, MPEG formats
- Video should not be more than 5 seconds.
- Videos exceeding 5 seconds may be rejected as they may exceed the attachment size requirements.
- Hold your QID against your face and record from a well lit area to ensure your QID and face are clear in the video.



