

info: at 9:49:15

Welcome to Vodafone! You will now be connected with a service adviser. Your approximate wait time is 0 minute(s) and 3 seconds. . We're looking forward to assisting you today.

info: at 9:49:33

You are now connected with Vivek.

Vivek: at 9:49:36

Hello, you're chatting with Vivek, how may I help you today?

Vivek: at 9:49:43

Hello Francis.

Vivek: at 9:49:59

Good morning.

Francis Pindar: at 9:50:15

I have a new contract sim and I'm trying to add it to my online account but I can't login because its asking me to send a text to my old phone sim which I don't have. I've tried registering again but says the email address is in use.

Vivek: at 9:50:46

Just to confirm this sim was sent to you by post or you got it through store?

Francis Pindar: at 9:51:37

store

Vivek: at 9:51:49

Francis, this new sim was sent by post or you got it from the store?

Vivek: at 9:51:54

Thank you.

Vivek: at 9:51:57

In order to resolve your query I'll need to verify your details for security purposes. Let me ask you a few questions in order to assist you.

Vivek: at 9:52:00

Could you please let me know the first line of your address and post code along with your date of birth?

Francis Pindar: at 9:52:23

103 Churston Drive. 09 08 78

Vivek: at 9:53:03

Just to confirm is this the number 07899037805 you are concern about?

Vivek: at 9:53:46

Just to confirm is this the number 07899037805 you are concern about?

Vivek: at 9:55:14

Hi, are we still connected?

Francis Pindar: at 9:55:29

yes

Vivek: at 9:55:41

Just to confirm is this the number 07899037805 you are concern about?

Francis Pindar: at 9:55:48

Thats my current number.

Francis Pindar: at 9:56:25

My old account I login using vodafone@radnip.com

Francis Pindar: at 9:56:37

I just can't login to it to add the new phone number.

Vivek: at 9:56:54

Please share the new number with me. I will add that number for you.

Francis Pindar: at 9:57:07

that is the number

Francis Pindar: at 9:57:48

I need 07899037805 added to my vodafone@radnip.com account.

Francis Pindar: at 9:58:08

and the security codes going to the new number

Vivek: at 9:58:04

I will connect you with the team because I have limited access to this number 07899037805.

Vivek: at 9:58:18

Please stay connected as it may take a few minutes to connect to the team. I appreciate your patience. Please do not disconnect the chat from your end. Thank you

Francis Pindar: at 9:58:23

Probably because I haven't registered it

Francis Pindar: at 9:58:32

But you can access my old number right?

Vivek: at 9:58:43

Please share your old number with me.

Francis Pindar: at 9:59:46

+447555707189

Vivek: at 10:00:00

Thank you.

Vivek: at 10:00:11

Please allow me couple of minutes to locate the account for you.

Vivek: at 10:00:50

Please stay connected as it may take a few minutes to connect to the team. I appreciate your patience. Please do not disconnect the chat from your end. Thank you

info: at 10:01:05

Please wait while I transfer the chat to the appropriate group.

info: at 10:01:07

You are now connected with Rohit.

Rohit: at 10:01:12

Hello, you're chatting with Rohit. Let me go through the conversation you've had with the representative who transferred your chat to me.

Rohit: at 10:01:47

Thanks for waiting.

Rohit: at 10:01:56

I will check this for you.

Rohit: at 10:02:32

Just to reconfirm do you want to register this number for online account?

Rohit: at 10:02:40

07899037805 \*

Francis Pindar: at 10:04:01

yes but already have an online account for a different number (+447555707189) but can't add the number to the account because keeps saying that it is going to send a code to +447555707189 which is a sim I no longer have. Tried registering 07899037805 and it says my email address is already in use.

Francis Pindar: at 10:04:57

So I need 07899037805 added to my vodafone@radnip.com account and make it set as my default number so security codes get sent to that number not the old one.

Rohit: at 10:04:56

Francis just to confirm you that you can not add any other number under one account.

Francis Pindar: at 10:05:16

So how do I register it?

Rohit: at 10:05:25

What you can do is you can create a new account with the number 07899037805 .

Francis Pindar: at 10:05:43

I can't because it says my email address is already in use

Rohit: at 10:05:47

And be assure I will help you with all these.

Rohit: at 10:06:51

Just to confirm when did you purchased this SIM and is this SIM working?

Francis Pindar: at 10:07:08

last week and yes its working

Rohit: at 10:07:24

That's perfect.

Rohit: at 10:07:36

I will register your number from my end.

Rohit: at 10:07:55

Hope this will bring a smile on your face?

Rohit: at 10:08:16

For security reasons and to help you further, I need to ask you few security questions. Is that okay with you?

Francis Pindar: at 10:08:51

if they are different to the ones already asked?

Rohit: at 10:09:31

They are form pay monthly team, I need to ask required details for pay as you go.

Rohit: at 10:10:09

Be assure I will ask very simple details.

Rohit: at 10:10:10

Please help me with your exact current balance? Please dial \*#1345# to check exact account balance.

Francis Pindar: at 10:10:21

on which number?

Rohit: at 10:11:24

On 07899037805.

Francis Pindar: at 10:11:32

How do I do that?

Rohit: at 10:11:43

Because we need to register this number only 07899037805 .

Rohit: at 10:11:48

Please dial \*#1345# to check exact account balance.

Francis Pindar: at 10:11:55

How?

Rohit: at 10:12:34

Please dial \*#1345# and it will show on your phone screen the exact account balance.

Francis Pindar: at 10:13:54

How on earth do I do that?

Rohit: at 10:14:33

I have shared you the way to check the balance 5 times.

Francis Pindar: at 10:14:49

But its a dongle?!

Rohit: at 10:14:54

Okay.

Rohit: at 10:16:07

Have you made any calls and text from this sim 07899037805?

Francis Pindar: at 10:16:41

yes

Rohit: at 10:16:58

How as you told that this is dongle.

Francis Pindar: at 10:17:21

I can text from the dongle interface and make phone calls via skype

Rohit: at 10:17:18

I am not getting you exact issue.

Rohit: at 10:18:23

I need to know that you are sending the text or making call by using number or internet?

Francis Pindar: at 10:18:50

Text = from number. Calling = internet

info: at 10:19:24

Sorry, our chat session has ended due to circumstances beyond our control. Please feel free to chat with us again if you need further assistance.

system: at 10:20:04

Please wait to send your question until we connect you with one of our representatives.

system: at 10:20:09

Chat already ended

system: at 10:20:09

Please wait to send your question until we connect you with one of our representatives.