

info: at 10:47:59

Welcome to Vodafone! You will now be connected with a service adviser. Your approximate wait time is 2 minute(s) and 16 seconds. . We're looking forward to assisting you today.

info: at 10:49:59

Thanks for your patience - your approximate wait time is 1 minute(s) and 19 seconds.

info: at 10:51:13

You are now connected with Tom.

Tom: at 10:51:14

Hello, you're chatting with Tom, one of Vodafone's online customer service specialists. How may I help you today?

Eddie: at 10:51:35

hello have you got access to the "new" system to track my order?

Tom: at 10:52:30

We will check that for you,

Eddie: at 10:52:44

i have 2 order numbers and want to know why and also find out why the system is still telling me my credentials are invalid

Tom: at 10:52:48

May I ask for your full name and your mobile number in question please?

Eddie: at 10:53:07

one is WEB and 1 is SBL

Eddie: at 10:53:17

Edward ~~XXXXXXXXXXXXXXXXXXXX~~

Eddie: at 10:53:25

i dont have a mobile number

Eddie: at 10:53:35

thats my supposed account number

Tom: at 10:54:14

Thank you,

Eddie: at 10:54:16

WEB-0000000119200106

Tom: at 10:54:27

I will pass you to our dedicated team to help you track it

info: at 10:54:44

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

info: at 10:54:45

You are now connected with Sara .

Sara : at 10:54:50

Hello, you're chatting with Sara , one of Vodafone's online customer service specialists. How may I help you today?

Sara : at 10:54:55

Hi Eddie!

Sara : at 10:55:02

Good Moming!!

Sara : at 10:55:04

How are you today? :-)

Eddie: at 10:55:08

ok thanks

Sara : at 10:55:11

I understand you are concerned about Order status.

Eddie: at 10:55:37

tyes, that and the fact i have 2 order numbers.. its confusing and i cannot log in with ierther

Eddie: at 10:55:43

either

Sara : at 10:55:54

I will have to look at your order details first and then only I will be able to comment on this. Also, if require, I will call and connect you to specialized team who will be able to confirm the exact status of your order right now.

Eddie: at 10:56:35

ok, i have no phone here at the moment as all the masts are down..

Sara : at 10:57:01

Please confirm your postcode and other order reference number.

Eddie: at 10:57:12

~~XXXXXXXXXX~~

Eddie: at 10:57:18

WEB-0000000119200106

Sara : at 10:57:35

Thank you.

Eddie: at 10:57:36

this web number was the original one i got when i ordered on the 18th

Eddie: at 10:57:44

i now also have an SBL one

Sara : at 10:57:58

May I know when did you place this : 0000000119200106 please?

Eddie: at 10:58:13

mid day on the 18th ofNOvember

Eddie: at 10:58:35

i got the confirmation email at 4:06

Eddie: at 10:59:57

after some time I had to contact Voda as I had not gotten any updates and someone said he had to "progress" my order as it wasif that helps

Sara : at 11:01:31

Thank you for confirming. Let me check with the specialized team, however, they request us to connect customer directly to them for further discussion. Do you have any alternate number to call you and get this sorted with team asap right now?

Eddie: at 11:02:11

no sorry, unless someone gets back soon that has a working mobile network, i am stuck

Sara : at 11:02:22

Do not worry.

Sara : at 11:02:34

I will check and request to them to give me the details.

Eddie: at 11:02:45

thank you

Sara : at 11:02:50

You are welcome.

Sara : at 11:02:58

Let me call them right now :)

Sara : at 11:03:05

Please allow me 4-5 minutes.

Sara : at 11:06:51

I am on call with the dedicated team right now.

Sara : at 11:08:02

Thank you for waiting.

Sara : at 11:10:23

The team has confirmed that the order web site is going through a designing change and this is why few of the modules are not working fine on the web site. Be rest assured, they have your order details updated on the system and also tried to call but couldn't reach you. They have requested to provide an alternate number so that they can keep you updated on the order status.

Eddie: at 11:11:11

~~075299888~~ and ~~0792508849~~ should work from later today

Eddie: at 11:11:21

did they say why i have 2 order numbers?

Sara : at 11:11:30

You can help with an alternate number or landline number if possible or you can also walk into the nearest Vodafone store for status.

Eddie: at 11:11:49

SBL-100000064997819

Sara : at 11:12:07

Yes, that might have been ordered due to technical issue, however, they will cancel only if you confirm and speak to them.

Eddie: at 11:12:29

? i dont understand that..

Eddie: at 11:12:38

they processed another order?

Eddie: at 11:12:44

but I need to cancel it??

Sara : at 11:12:50

Do not worry, you will not be charged for it.

Sara : at 11:13:20

They will cancel it for you, however, they need to speak with customer directly due to security reasons. I hope you'll understand that.

Eddie: at 11:13:56

is there a direct number for them that isnt an 080 number?

Sara : at 11:14:33

That is the direct number or you can free from your Vodafone mobile on: 191 Option 3 , then option 1 and then option 2 between 8am-8pm GMT.

Eddie: at 11:15:00

I dont have a Vodafone MObile!!!

Sara : at 11:15:23

Then the only number is : 08080044436

Eddie: at 11:15:37

which is not free from a mobile

Sara : at 11:15:45

You can also walk into the nearest Vodafone store for discussion as informed above.

Sara : at 11:16:08

Yes, it's not.

Sara : at 11:16:17

There is no free number.

Sara : at 11:16:35

Standard charges will be applicable or walk into the nearest Vodafone store for discussion.

Eddie: at 11:16:54

according to the forum, no one has been able to get any help or answers from the in store people as they always say if it was ordered online they cannot help

Eddie: at 11:17:12

i believe them as its many people saying the same thing

Sara : at 11:17:28

I am sure that you will understand that Vodafone believes in specialization and hence we have segregated the type of work we do. I am from Web Chat Customer Service team and to deal with the upgrade/downgrade of price plan, cancellation of orders or returns of order, or change in the order or forum updates is actually not under our domain and hence we can't access that system.

Eddie: at 11:17:50

also, if there is such a problem with the system, why have so many others been able to get an update on their order and shipping status?

Sara : at 11:19:20

Eddie, I called the team and informed which they told me to inform you. In case you have any discussion about the same, please contact them directly on call at your convenient time from any landline or mobile. We have access to only existing pay monthly accounts and not on orders.

Eddie: at 11:19:21

i did not ask to cancel any order today, you told me that i will need to speak to someone to do this. I want to know now...do I have 2 seperate orders that are currently active? What exactly are these 2 orders for?

Sara : at 11:19:37

I am sure that you will understand that Vodafone believes in specialization and hence we have segregated the type of work we do. I am from Web Chat Customer Service team and to deal with the upgrade/downgrade of price plan, cancellation of orders or returns of order, or change in the order is actually not under our domain and hence we can't access that system.

info: at 11:19:55

This chat has been ended by your Vodafone Representative

system: at 11:20:10

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