

## WhatsApp line: +27 60 070 2606

The WhatsApp line is managed by a Chatbot – which means it gives the most efficient and accurate response. Contact the NWU WhatsApp line if you want to ensure your data enquiry/request gets received, captured, and sent for a follow-up. Select Registered NWU student (Current student) > Remote Learning (Data & Devices) and follow the rest of the questions thoroughly.

## SMS line: 31750

The SMS line is a reception line, it affirms to the student that the data request has been captured and the query was successful

## Email: Nwu-serviceline@nwu.ac.za

This email line is managed by service line colleagues and therefore might have a slower response time. But you'll receive your answer.

## Data request process

Once a request is sent to the enquiry lines, the cell phone numbers and networks are compared to the list that was previously provided. If the student is on the list, and if the number and network is the same, the list is sent to procurement to follow up with the networks.

The provision list for the next month's data is matched every Monday afternoon and sent to the Procurement Office **every Tuesday** from the various service lines. The exported list is checked against a master list (the original) to ensure everything is correct. Cell phone number changes are updated if the newest enquiry differs from previous enquiries.

The Procurement Office sends the list to the networks after which the networks upload the data to the submitted number and network.

## Take note:

A contact student can only receive data once a month and any incorrect details will prolong the data provision process.

The data provision list is sent to procurement every Tuesday. It can take **3–5 working days** for the data to be available depending on the network provider.

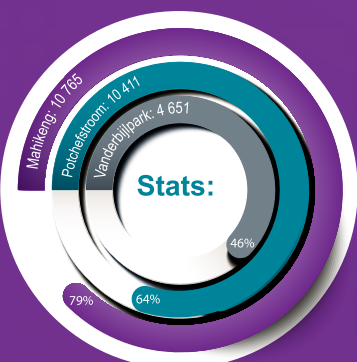
Once you have received your data you don't have to request it monthly, data will automatically be reloaded on your provided number after 30 days. (Example: If your first data was provided on the 3rd of a month, you will receive your next month's data around about the same date (3rd). If no data reloads after 3–5 days of your provision date (3rd) please enquire on one of the different service lines.)

## Who qualifies for data?

If you have returned to campus and are living in a campus residence you will not receive data. Data is only provided to fully registered contact undergraduate and post-graduate students.

Distance learning students can send data enquiries to: **DistancePotch@nwu.ac.za**

## Stats:



## Approximate dates that data requests are sent to the networks (closest Tuesday):

Provision 22 – 5th

Provision 1, 2, 10, 14, 19, 23 – 13th

Provision 3, 6, 7, 11, 15, 20, 24 – 20th

Provision 4, 5, 8, 9, 12, 13, 16, 17, 21, 25 – 27th

## Explaining provisions:

Provision 1: These are students that have received data from 17 February 2021. The rest of the provisions indicate when a student has been added to the data provision list. Therefore, if you are part of **Provision 26**, you were added during the **26th** week of data provision.