

## What is WireIT™?

WireIT™ allows you the freedom to choose the payment method and bank from which you wish to purchase your pre-paid electricity tokens.

**Step 1:** You register your meter number via SMS to 36073 or via internet with a valid email address.

**Step 2:** You now have the ability to deposit money into a nominated WireIT™ bank account using your STS meter number as a reference. Currently the following banks are supported; ABSA / FNB / Nedbank / Standard Bank.

**Step 3:** Receive a pre-payment token (20 digit numeric number) via SMS or Email. It's as simple as that!

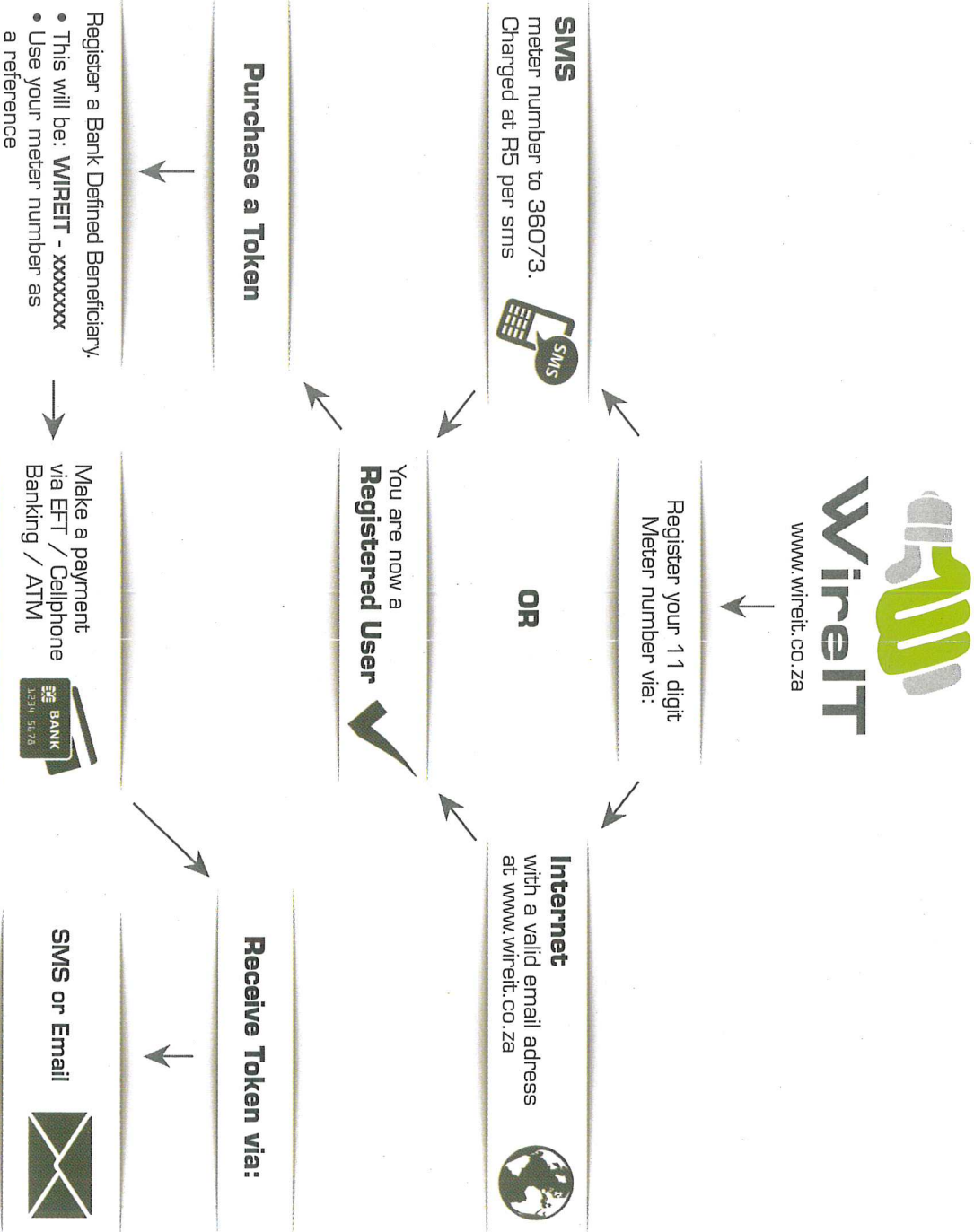
This product supports the purchasing of tokens for STS keypad meters only.

## Why use WireIT™?

**WHY NOT:** If you have a pre-paid STS keypad electricity meter, purchasing your tokens just got easier.

- You can now purchase electricity over the weekends, on public holidays or at any time of the day or night. Please note that this is subject to the availability of data from the WireIT™ supported bank, namely: ABSA, FNB, Nedbank & Standard Bank. Other banks will be added at a later stage.
- You no longer have to follow long queues.
- You can purchase your tokens in the privacy of your own home, at your own time via your cellphone or internet.
- You can also purchase your tokens at ATM's from the following banks: ABSA / FNB / Nedbank / Standard Bank.
- A Call Centre agent is available to assist you with your queries when you call this number 087 742 0459

## Overview of how WireIT™ works







## Frequently Asked Questions

### **Q/ What happens if I registered and my cell phone number changes?**

A/ Not to worry, you simply have to re-register for the service. The system will distinguish between a new registration and a number change and re-transmit the last receipt for customer, together with the confirmation of successful registration.

### **Q/ What happens if the SMS response does not come through?**

A/ Please allow for up to an hour for the SMS to come through. If not, please contact the WireIT™ Call Centre on 087 742 0459.

### **Q/ I received an ER101 message when attempting to register.....why and what do I do?**

A/ This error message means that there is a problem with the way your meter is registered. Contact the call centre on 087 742 0459 to have the problem addressed.

### **Q/ I received an ER105 message when attempting to register....why and what do I do?**

A/ Your meter details are not registered on the municipal system. This is usually a result of a new meter installation or a faulty meter replacement process. Please contact your municipality for them to assist you.

### **Q/ I made a payment in error - Can I get a refund?**

A/ Unfortunately this is not possible.

### **Q/ I haven't received my confirmation email to activate registration.**

A/ Please check your email "SPAM" folder or "Junk Mail" before calling the call centre.

### **Q/ I received an ER100 message when attempting to register.....why and what do I do?**

A/ The meter number you provided was an invalid meter number. The meter number is 11 digits long, and is usually located on the front of the meter. Alternatively, use the first 11 digits of your meter swipe card.

### **Q/ I received the following message: "Your unprocessed deposit(s) of xxx is less than the required minimum. A further deposit of Rxxx is required to complete the transaction or process"**

A/ Please remember that all deposit/fund transfers must be equal to or greater than the amount stipulated by your Municipality. The system will not process smaller deposits but will accrue additional deposits until the sum is equal to or greater than the minimum purchase amount. Only then will it generate a token.

### **Q/ Can more than one cellphone number or email address register the same meter no?**

A/ Unfortunately only one cellphone number or email address can be associated with a meter.

### **Q/ My token does not work in my meter.**

A/ This is something that does not happen often. If you do however experience this issue, it will need to be addressed with your Municipality call centre. Please contact them directly. Unfortunately WireIT™ has no control over this issue.

### **Q/ I made a deposit and did not receive a token. What happened?**

A/ If no token was received, it could be for one of the following reasons.

- The value of the amount purchased is lower than the stipulated minimum purchase amount.
- The cellphone number used to purchase a token and the cellphone number used to register the meter number do not match.
- Banks are offline.

## Contact details

Call Centre: 087 742 0459 (24 hours)

[www.wireit.co.za](http://www.wireit.co.za)

[www.facebook.com/wireit](https://www.facebook.com/wireit)



WireIT

WireIT™ is an electronic payment platform that utilises various banking channels to purchase pre-paid electricity.