



Tuesday, 09 June 2020

The list of the **DUT 2020 registered students** that was provided to the MNOs (Mobile Network Operators: Cell©, MTN, Telkom, and Vodacom) was extracted from the DUT ITS system on May 12, 2020. Prior to this date, students had been asked by the Minister of the Department of Higher Education and Training (DHET), Dr. Blade Nzimande to ensure that their cell phone numbers were correct and update them if necessary.

The MNOs (except Vodacom) have completed loading data for their subscribers. However, some students have reported that they have not received data. The MNOs that have completed loading data have provided reports and listed the numbers that were successfully loaded and those numbers that failed. The failures are as follows:

- The cell number is invalid, inactive, or does not exist.
- The account associated with the number has a negative balance (owes money).
- In the case of Telkom, numbers that are HIGH_ROAMERS, cannot receive data because the number is excluded from the DHET agreement because it is a high usage number. If you experience this, please contact Telkom to see how you can still get the data.

We further recognize that some of the cell phone numbers were updated after the cell phone numbers had been extracted from the DUT ITS system and submitted to the MNOs. Therefore, we are going to allow students who experienced any of the above failures or did not update their numbers to update their cell numbers on ITS. The instructions are attached to this announcement. If you successfully received data, you do not have to do anything.

The DUT ITS system will be open for the update of cell phone numbers on:

June 10, 2020 – June 12, 2020

The system will be locked for further updates on June 13, 2020.

If you have any questions regarding your data, send an email to datasupport@dut.ac.za and provide:

- Your full name
- Your DUT student number
- Your cell phone number
- Your service provider (Cell C, MTN, Telkom, or Vodacom)
- A description of your issue/problem

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