

**STAFF BUSINESS MOBILE PHONE FAULT REPORT**

**PLEASE REPAIR FAULTY/DAMAGED MOBILE PHONE FOR THE FOLLOWING STAFF MEMBER:**

<b>Staff Name</b>	
<b>Mobile Number</b>	
<b>Department</b>	
<b>Handset IMEI Number Dial</b> <i>#06# on dialpad or found under the battery, on the back of the phone or on the SIM tray - 15 digits</i>	
<b>Handset Make and Model</b>	
<b>Fault Description Details</b>	

**Are you sending an iPhone?** If so, please complete the following steps:

1. Deactivate 'Find my iPhone'.
2. Remove your account from the device. You can do this by logging out of iTunes on the device and then resetting the device; or online at [www.icloud.com](http://www.icloud.com), where you can remove the device from your account. For security, Apple will not proceed unless this step is completed by the owner of the device.

**Have you backed up your data?** A software update will be performed which will wipe all data from your device.

**Have you removed all passcodes from the device?** Please remove your personal passcode in settings on your device.

**Have you removed your SIM and any memory cards in the device?**

**Warning: DO NOT send your SIM or memory card as it will be destroyed for data protection and security reasons.**

The phone will be sent to Three who will then send a quotation to ITD Office Services. This may take several weeks. If you agree to the cost of the repair, then you need to supply a cost code and approval from the cost centre manager/HOD in writing.

Please tick to confirm that you have read and understand the above

Completed forms should be delivered to ITD Office Services GLG 035 along with the phone.

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_