Standard Operating Procedure - # 17 Provision of handsets

The provision of cellular phones
(handset with MTN SIM card)
to study participants

Document 0 in a series of 20 Standard Operating Procedures

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Standard Operating Procedure - # 17 Provision of handsets

The provision of cellular phones (handset with MTN SIM card) to study participants

NERCHA – National Emergency Research Council on HIV and AIDS authors: Khanyakwezwe Mabuza, Mziwethu Nkambule, Tengetile Dlamini and Mbuso Mabuza

World Bank authors: Marelize Görgens, and Wendy Heard

IHM Southern Africa authors: Vimbai Tsododo, Mthokozisi Dlamini, and Nontobeko Fakudze
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1. SOP Introduction

It has been agreed and approved by the relevant ethics review boards that, in order to better facilitate communication with study participants and streamline the payments of study incentives (using MTN Mobile Money), the Sitakhela Likusasa Project will provide cell phones (a handset and registered and activated MTN SIM card, with MTN Mobile Money registration (if appropriately aged)) to study participants in all four study arms, under certain terms and conditions.

The goal of this standard operating procedure (SOP) is to provide guidance on:

a) who qualifies to receive a phone
b) process of providing assigning, using, managing and returning the phone; and
c) how to document the evidence of distributing and returning the phone.

2. Terms and Conditions for the Provision and Use

2.1 Who qualifies to receive a cell phone?

Cell phones will be assigned, on loan, to qualifying Sitakhela Likusasa study participants during round 5 of the Study and later phases of the study. In order to qualify, study participants 18 and older need to meet all of the following criteria:

- Be registered as a participant of the Sitakhela Likusasa Study; and
- Have not withdrawn as a study participant; and
- Agree to be given a Sitakhela Likusasa phone; and
- Be prepared to keep the phone operational, charged and switched on from 8am to 5pm daily for the duration of the study; and
- Sign a consent form addendum that explains the terms and conditions for receiving and using the phone.

Study participants younger than 18 need to meet all the above criteria, except for the last one. Instead of signing a consent form themselves, these participants need to have a parent or caregiver sign a consent form addendum that explains the terms and conditions for the participant having and using the phone. Once the parents of these participants signed a consent form, the participant needs to sign an assent form to acknowledge awareness of the same terms and conditions.

Participants 18 or older, when receiving the cell phone, will need to sign an addendum to the Study Consent form. If under 18 years, the parent or caregiver will sign an addendum to the Guardian Consent form, followed by the participant signing an addendum to the Study Assent Form. (refer to Annex A for these forms)

By accepting the cell phone, the participant (or parent/caregiver) acknowledges her responsibility related to the phone:

- that she will be responsible for any airtime to be put on the cell phone.
- The participant needs to maintain the phone in order for the project to keep in contact with her.
- Once provided on loan, the study participant will carry the risk if the cell phone is lost, damaged or stolen.

2.2 What is to be provided by the Sitakhela Likusasa Project to the qualifying study participant?

The Sitakhela Likusasa Project, through the IHM consortium, will purchase the cell phones and SIM cards, activate the SIM cards, and, if the participant is 18 years or older and either in the raffle arm, raffle and education and education arm, help the participant register the phone for MTN Mobile Money. When the cell phone is assigned to the study participant the following will be provided, on loan, at no cost:

- The cell phone in the supplier’s packaging, inclusive of charger, battery and user guide
- A registered and activated MTN pay-as-you-go SIM card inserted into the phone
- E20 worth of airtime on the phone
2.3 Airtime Costs

The study participant will be responsible for purchasing airtime for the phone. All calls made and SMSes sent will be for the cost of the study participant. Should the study participant wish to insure the phone provided, this will be for their own cost.

2.4 Keeping the phone in working and active

The study participant is required to ensure that the phone works, is switched on from 8am to 5pm and that SMS messages can be received.

In order to ensure that the SIM card remains “active” and is not deregistered, the Sitakhela Likusasa Project will either send a project message (through SMS) or call all study participants who chose to accept a project cell phone every 3 months for the period of the study. The study participant will be required to respond to indicate they she has received the message.

2.5 What if phone is defective or damaged?

The phone will be issued with a manufacturer’s warranty, valid for 12 months, or as stated otherwise, from the date of purchase by the IHM consortium. Should the phone be defective during the warranty period, the study participant will be required to notify the Study Office on 76 283 414, 76 807 473, 76 807 394 or 76 283 196. The study participant will be advised of the procedure for the assessment and repairs to the cell phone.

Should the damage be because of a manufacturing defect, repairs to the phone will be covered under the Manufacturer’s warranty. However, if the damage is found to be caused by the study participant’s negligence or damage (water damage, being dropped, misused, etc.), the participant will be responsible for paying for repairs to the damaged phone. If the participant does not pay for these repairs, the phone will need to be returned to the study team and the participant will be liable for the replacement costs.

2.6 What if phone is stolen or lost?

If phone is stolen: Within 48 hours of the phone being stolen, it should be reported to the local Police office within 24 hours. Please obtain a police report. After reporting to the police, please contact the Sitakhela Likusasa Office on 76 283 414, 76 807 473, 76 807 394 or 76 283 196 and share the details of the incident, police case number and the police report. Should the study participant have insured the phone, also report the theft to the Insurance Company and they will guide the study participant on the next steps.

If phone is lost: Should the phone be lost, contact the Sitakhela Likusasa Project representative on 76 283 414, 76 807 473, 76 807 394 or 76 283 196 and share the details of the incident. Should the study participant have insured the phone, also report the loss to the Insurance Company and they will guide the study participant on the next steps, should the insurance policy cover the loss.

It is the responsibility of the study participant to ensure that the phone is replaced within 3 weeks. The study participant will be required to cover all the costs related to replacing the phone and SIM card in the event of the provided phone being lost or stolen, or damaged. The details of the new SIM card and phone are to be shared with the study representative, on 76 283 414, 76 807 473, 76 807 394 or 76 283 196. The replacement phone replaces the phone on loan and will thus be the property of the Sitakhela Likusasa Project for the duration of the Study.

The Study database is to log whether the phone was stolen, lost or damaged and the details of the replacement phone (date purchased, model and make), SIM, PIN and PUK. This is dependant on the data clerk/RAs informing the data manager when they receive the call form the Study participants.

2.7 Return of the phone before the end of the study

Should the study participant withdraw from the study, for whatever reason, and if provided with a loan phone, they are required to ensure that the phone, SIM card and all related materials and accessories (See 2.2 above) originally provided are returned to the Sitakhela Likusasa Project representative. Logging the return of the cell phone will be part of the study participant withdrawal process (refer SOP 15)
2.8 Final transfer of the phone at the end of the study
Should the qualifying study participant who received a cell phone on loan after the midline data collection process, remain part of the Study through to conclusion and participate in final end line data collection processes, the phone and SIM card will be given to the study participant by gift. However, it is noted that for the duration of the study the phone remains the property of the Sitakhela Likusasa and is merely provided on loan (with terms and conditions) to the qualifying study participant. During endline data collection, phone ownership of those participants who have participated will be transferred to the participant using the Phone Transfer Form on CAPI (CAPI FORM: Transfer of the phone (Annex B)).

Should the qualifying study participant who received a cell phone remain part of the Study but choose NOT to participate in end line data collection, the study participant will need to return the phone in a working condition. If the study participant does not return the phone, this will be reported to relevant authorities.

3. Processes relating to handing out the phone

3.1 Process to issue the cell phone
Once the qualifying Sitakhela Likusasa Study Participants are identified, and notified (according to the script provided under Annex C) of the appointment to collect the cell phone, cell phones are to be issued in the field according to the following procedure:

Step 1: IHM will identify and orientate the field work team supervisor (or a field worker who regularly goes out to the field) to be the nominated person who will issue the phones to the qualifying study participants.

Step 2: Using the list of confirmed appointments and the CAPI FORM: Transfer of the phone (Annex B), the IHM Field Teamwork Supervisor will prepare for the distribution of the phones in the field. The IHM assistance Project manager will provide the Fieldwork Team Supervisor, with the necessary phones (to be kept under lock and key by IHM at their offices).

Step 3: Once in the field, the Field Team Supervisor will assign a phone to the identified study participant, according to the agreed appointment schedule. Each study participant (or if under 18 years their parent/guardian) must sign for the receipt of the phone, and understand the terms under which the phone is provided on loan CAPI FORM: Transfer of the phone (Annex B)), and the amended Study consent form. Study Assent Form or Guardian Consent form (Annex A) is to be signed.

Step 4: Details of the completed “Transfer of phone” forms are to be shared with the IHM assistant project manager, and at the end of each month a consolidated list of study participants (with PID) who received their phones, rejected them, returned them, or reported them lost, stolen or broken, together with details of the date and site will be provided by the data manager. The assistant project manager will be required to confirm he details. This confirmed list is to be provided to a data manager to update the Study participants’ personal file within the Study database.

Step 5: At the end of each calendar month, the project manager is to include a table in the Project Monthly Report that summarises the number of phones issued in the field and then run a monthly and cumulative count of the number of study participants who received a phone, rejected it, returned it, or reported it lost, stolen or broken, by site.

3.2 Process of returning the cell phone by study participants who withdraw from the Study
The qualifying Sitakhela Likusasa study participants, are required to return the phone if they choose to withdraw from the study (see SOP15 for detailed procedure on study withdrawal).

Step 1: When a field worker, data clerk or member of the Study team are informed that a study participant choose to withdraw from the Sitakhela Likusasa Study, the IHM fieldwork supervisor is to be informed in writing or WhatsApp group – by indicating the PID of the study participant and date the participant notified the team of her withdrawal.
Step 2: The IHM assistant project manager is to check with the data manager whether a phone has been issued to the study participant who has chosen to leave the Study. If the study participant has been issued with a phone, then the field team supervisor is to be informed in writing immediately that claiming the cell phone back must be part of the “study withdrawal process” and the following steps followed.

Step 3: When the fieldwork team supervisor follows up with the study participant to set up an appointment to sign off the study withdrawal form, the IHM assistant project manager is to be notified by fieldwork team supervisor to ensure that the (return of phone) form is completed and that the phone together with the SIM, phone charger and other resources provided are returned by the Study participant. The phone must be in working order.

Step 4: The return of the phone form (Annex B) must be completed in duplicate (one in CAP and a paper form) to indicate the required Serial number, contact number, PIN and PUK number and other resources returned are detailed. The data clerk/field worker receiving the phone must counter sign the return of the phone form, alongside the study participant and provide a copy to the study participant as her proof. The original signed copy of the return of the phone form must be handed to the fieldwork team supervisor, along with the phone and resources received.

Step 5: The fieldwork team supervisor is to collate the original signed copy of the return of the phone forms, by preparing a consolidated listing, and hand this to the IHM assistant project manager, together with the returned materials. The IHM assistant project manager counter signs the consolidated listing, checks the number of units and resources returned and once balanced off, provides a copy of the countersigned listing back to the fieldwork team supervisor.

Step 6: The IHM assistant project manager will file the original copy of the consolidated listing and store the phones and related resources carefully. She/he will also ensure that the data manager updates the database to indicate that the phone has been returned. The relevant numbers will form part of the monthly reporting cycle.

Step 7: The phones returned may be cleaned up and can be reissued to study participants who qualify to receive a handset. The agreed process of issuing the phone to study participants must be followed.

3.3 Process to transfer the ownership of loan phone at the end of the study
It has been agreed that after the end line data collection, should the study participant present herself for the final data collection interview and biomedical testing, the phone initially provided on loan will be given to the participant to keep as her possession. The following process will be followed.

Step 1: At the end of the study due process will be followed to confirm an appointment for end line data collection and final biomedical testing as per end line data collection provisions in SOP10

Step 2: As part of this final field work phase, ownership of the phone provided on loan will be transferred to the study participant. At the confirmed end line appointment, once all questionnaires and necessary forms have been completed, the study participant will be informed that the study phone if in working order, currently on loan, will be transferred to her possession. The study participant will be required to sign off a (Phone transfer form, Annex B) in duplicate. The study participant keeps a copy and the original phone transfer form is to be collated and provided to the Fieldwork Team Supervisor for onward transmission to the IHM assistant project manager.

Step 3: The IHM assistant project manager will file the original copy of the consolidated listing received from the Field Team Supervisor. She/he will also ensure that a data clerk updates the database to indicate that the ownership of the relevant phones has been transferred. The relevant numbers will form part of the monthly and end line reporting cycle.

Step 4: The list of the phones issued and those returned and where ownership has been transferred must be reconciled. The IHM assistant project manager to work with the Field Team Supervisor to see that all phones purchased are accounted for.
Annex A: Addendum to the consent and assent forms

The following Addendums are required for each of the following Assent forms (under 18 years) and Consent Forms (for guardians/care givers and those 18 years or over):

**Under 18 years - M002, M005 and M008**

**18 years and over – M001, M004 and M007**

**Guardian/Parent Consent – M003, M006 and M009**

NERCHA & THE WORLD BANK DEVELOPMENT ECONOMICS RESEARCH GROUP

ASSENT TO PARTICIPATE: A RESEARCH STUDY

Young woman 15-17

**TITLE:** Evaluating the Effectiveness of Incentives to improve HIV Prevention Outcomes for Young Females in Swaziland

**PROTOCOL NO.:** WIRB® Protocol #20141630

**SPONSOR:** World Bank Group and DFID

**CONSENT FORM NUMBER:** M00X

**ADDENDUM:** The provision of cellphone (with SIM Card) on loan to qualifying Sitakhela Likusasa study participants

Cell phones, with SIM card/s, will be assigned, **on loan**, to qualifying Sitakhela Likusasa study participants during round 5 of the Study and later phases of the study under the following terms and conditions.

I have been identified, as a study participant, who qualifies to receive a cell phone on loan. By accepting the cell phone you (or parent/caregiver) acknowledge your responsibility related to the phone, that:

- you will be responsible for purchasing airtime.
- you need to maintain the phone in order for the project to keep in contact with you.
- you will alone carry the risk if the cell phone is lost, damaged or stolen.
- you will be responsible for all costs relating to the maintenance and utilisation of the phone. All calls made and SMSes sent will be for your own cost.
- should you wish to insure the phone provided, this will be for your own cost.
- you must ensure that the phone is functional and that SMS messages (or WhatsApp if preferred) can be received and sent to the Sitakhela Likusasa Project contact numbers at all times for the remaining duration of the Study.

In order to ensure that the phone is “active”, the Sitakhela Likusasa Project will either send a project message (through SMS or WhatsApp) or call you every 3 month period, to ensure that the SIM card remains active. You will be required to respond to indicate they have received the message.

The phone will be issued with a manufacturer’s warranty, valid for 12 months, or as stated otherwise, from the date of purchase. Should the phone be broken, while still under the manufacturer’s warranty, you will be required to notify the Study Office on 76 283 414, 76 807 473, 76 807 394 or 76 283 196. You will be advised of the procedure for the assessment and repairs to the cell phone. The Sitakhela Likusasa Project will not be able to intervene in this regard.

Should the phone be stolen, you are to report this to the Police immediately and at the latest within 24 hours. Please obtain a police report. After reporting to the police, contact the Sitakhela Likusasa Study Office on 76 283 414, 76 807 473, 76 807 394 or 76 283 196 and share the details of the incident, police case number and the police report. Should you have insured the phone, also report the theft to the Insurance Company and they will guide you on the next steps.
Should the phone be lost, contact the Sitakhela Likusasa Project representative on 76 283 414, 76 807 473, 76 807 394 or 76 283 196 and share the details of the incident. Should you have insured the phone, also report the loss to the Insurance Company and they will guide you on the next steps, should the insurance policy cover the loss.

If lost or stolen, or broken beyond repair, it is your responsibility to ensure that the phone is replaced within 3 weeks. You will be required to cover all the costs related to replacing the phone and SIM card in the event of the provided phone being lost or stolen, or damaged. The details of the new SIM card and phone are to be shared with the Study representative, on 76 283 414, 76 807 473, 76 807 394 or 76 283 196. The replacement phone replaces the phone on loan and will thus be the property of the Sitakhela Likusasa Project for the duration of the Study.

Should you withdraw from the study, for whatever reason, and if previously provided with a loan phone, you are required to ensure that the phone, SIM card and all related materials and accessories (See 2 above) originally provided are returned to the Sitakhela Likusasa Project representative, in good working order.

Should you remain part of the Study through to conclusion and participate in final end line data collection processes, the phone and SIM card will be given to you, as a gift. However, it is noted that for the duration of the study the phone remains the property of the Sitakhela Likusasa and is merely provided on loan (with terms and conditions) to you. phone (Annex B).

Should you remain part of the Study through to conclusion but NOT participate in final end line data collection processes, you will need to return the phone, in a working condition. If you do not return the phone, this will be considered theft by the Sitakhela Likusasa project, and will be reported to the police.

I accept the phone provided and agree to the conditions and terms under which the phone is provided to me on loan.

NAME OF PARTICIPANT

__________________________________________________  ____/____/____

SIGNATURE OF PARTICIPANT  DATE:

If the participant cannot sign, state reason why here.

__________________________________________________

__________________________________________________  ____/____/____

SIGNATURE OF INVESTIGATOR (OR DESIGNATE)  DATE

PRINTED NAME OF INVESTIGATOR (OR DESIGNATE)
Annex B: CAPI FORMS – Provision of a phone on loan, Return of the phone & Transfer of the phone

1. Provision of phone on loan

**Sitakhela Likusasa Impact Evaluation**

Evaluating the Effectiveness of Incentives to improve HIV Prevention Outcomes for Young Females in Swaziland

**Confirmation of receipt of cell phone on loan**

Name & Surname: ____________________________________________

Study Participant ID: _______________________________________

Site/Venue: ________________________________________________

Date: ______________________________________________________

By signing, I hereby confirm that I, under the Sitakhela Likusasa Study, have received the following phone & Sim card/s:

Phone Make & Model: _______________________________________

Phone Serial Number: _______________________________________

Phone PIN: ________________________________________________

Phone PUK: _______________________________________________

Phone SIM: ________________________________________________

Phone MTN Mobile Money No.: ________________________________

I have signed an amended assent/consent form and acknowledge and accept the terms and conditions under which the phone is provided to me

__________________________________________________________________________

Signature of Study Participant (Recipient)  ____________________________

Signature of Field Worker (Provider)  _________________________________
2. Return of phone on loan (when withdrawing from the study)

Sitakhela Likusasa Impact Evaluation

Evaluating the Effectiveness of Incentives to improve HIV Prevention Outcomes for Young Females in Swaziland

Confirmation of return of cell phone on loan

Name & Surname: ________________________________

Study Participant ID: ________________________________

Site/Venue: ________________________________

Date: ________________________________

By signing, I hereby confirm that I, under the Sitakhela Likusasa Study, am returning the following phone & Sim card/s, and that the phone is in working condition:

Phone Make & Model: ________________________________

Phone Serial Number: ________________________________

Phone PIN: ________________________________

Phone PUK: ________________________________

Phone SIM: ________________________________

Phone MTN Mobile Money No.: ________________________________

________________________________________________________________________

Signature of Study Participant (Provider) ________________________________

Signature of Field Worker (Recipient) ________________________________
3. Transfer of phone on loan

Sitakhela Likusasa Impact Evaluation

Evaluating the Effectiveness of Incentives to improve HIV Prevention Outcomes for Young Females in Swaziland

Confirmation of transfer of cell phone ownership

Name & Surname: ___________________________________________
Study Participant ID: _______________________________________
Site/Venue: _______________________________________________
Date: _____________________________________________________

By signing, I hereby confirm that I, under the Sitakhela Likusasa Study, have received the following phone & Sim card/s:

Phone Make & Model: _______________________________________
Phone Serial Number: _______________________________________
Phone PIN: _________________________________________________
Phone PUK: _________________________________________________
Phone SIM: _________________________________________________
Phone MTN Mobile Money No.: _________________________________

By signing, I confirm that I have completed the interview and bio-medical testing at the end line of the Study and the phone provided is transferred to my personal ownership.

........................................................................................................
Signature of Study Participant (Recipient)........................................
........................................................................................................
Signature of Field Worker..................................................................

This step was never implemented under the Impact Evaluation
Annex C: Telephone Script for notifying and arranging for the collection of a phone

Once it has been confirmed that the correct participant has been identified, the data clerk is to share the following detail with the participant:

<My name is {0}. I am an assistant for the Sitakhela Likusasa Impact Evaluation study, in which you are an active participant. Thank you for your time participating in the study, we really appreciate it. Please can you confirm your name and Study participant ID.>

Once confirmed against the list provided, the data clerk continues.

<We note that we have had challenges reaching you as you did not have your own phone. Do you still not have your own phone?>

If the study participant confirms that

- they now do have their own phone, respond with
  <Excellent. This will make it easier to reach you. Please confirm the number to use, is it this one that I have reached you on, or another number?>
  Record their contact details
  <Thank you for your continued participation on the Study. Wishing you all the best>
  Hang up and log the outcome of the call. (Form XX)
- they still are sharing a handset or do not have their own cell phone, respond with
  <The Study would like to offer you a phone on loan for the duration of the Study. You will receive a phone and a SIM card at no cost, but all other costs will be for your account. The phone will be on loan. So, you will not pay for the phone or SIM card, but you will need to buy airtime and data time with your own money. You will be responsible for keeping the phone safe and functioning, as the Study will use this phone to reach you. If the phone is lost, stolen or broken you will have to repair or replace it with your own money. During the study the phone is on loan, however, if you stay with the study, right through to the end and you participate in the end line interview and biomedical testing the phone will be transferred to you – and it will become your property. Are you interested in receiving the phone on loan?>
  - If they respond – yes they want the phone on loan, the data clerk will respond with this if older than 18 years:
    <Excellent. This will make it easier to reach you. Will you be able to meet a study representative at {0} on {1} between {2} hours and {4} hours? They can then provide the phone to you.>
  - If they respond – yes then record the date, time and place arranged for the collection of the phone, and reply with
    <This is good. You will also be required to sing an amended Study Consent form, acknowledging the terms under which the phone is provided to you on loan. So to confirm, you will meet a Study representative at {0} on {1} between {2} hours and {4} hours to sign the amended consent form, collect the phone and sign that you have received the phone. Please remember to bring along your PID card.>
    o If they respond – no they do not want the phone on loan, the data clerk will respond with this if older than 18 years:
      <Could you tell me why you do not want to receive the phone?>
      The data clerk then records the reason and thanks the study participant, records the reason for not wanting to receive the phone and marks the database off as “rejected the phone on loan”.
      The team supervisor is then to follow up on these cases individually by phoning the study participant.
  - If they respond – yes then record the date, time and place arranged for the collection of the phone, and reply with
    <This is good. You will also be required to sign an amended Study Consent form, acknowledging the terms under which the phone is provided to you on loan. So to confirm, you will meet a Study representative at {0} on {1} between {2} hours and {4} hours to sign the amended consent form, collect the phone and sign that you have received the phone. Please remember to bring along your PID card.>
    o If they respond – no they do not want the phone on loan, the data clerk will respond with this if older than 18 years:
      <Could you tell me why you do not want to receive the phone?>
      The data clerk then records the reason and thanks the study participant, records the reason for not wanting to receive the phone and marks the database off as “rejected the phone on loan”.
      The team supervisor is then to follow up on these cases individually by phoning the study participant.

- If they respond – yes they want the phone on loan, the data clerk will respond with this if under 18 years:
  <Wonderful. This will make it easier to reach you. However, since the phone is given on loan we will need to make an appointment with your parent/guardian to explain that we are giving you a phone on loan and what the conditions are. Is you guardian/parent with you to make an appointment?>
  - If they respond – yes then the data clerk will speak to the parent explaining that to make it easier to reach the Study Participant, the Study will provide a phone
on loan, on loan for the duration of the Study. The study participant will receive a phone and a SIM card at no cost, but all other costs will be for your account. The phone will be on loan. So, you will not pay for the phone or SIM card, but you will need to buy airtime and data time with your own money. The Study participant will be responsible for keeping the phone safe and functioning, as the Study will use this phone to reach her. If the phone is lost, stolen or broken you will have to repair or replace it with your own money. During the study the phone is on loan, however, if our child stays with the study, right through to the end and she participates in the end line interview and bio-medical testing the phone will be transferred to her – and it will become her own property, at no cost. Are you interested in receiving the phone on loan for your daughter/ward?

- If they respond – yes they want the phone on loan, the data clerk will respond with:
  <Great. Thank you, this will make it easier to reach the Study Participant. You will need to sign an amendment to the consent form you signed earlier – acknowledging the terms and conditions under which the phone is provided. Will you be able to meet a Study representative at {0} on {1} between {2} hours and {4} hours? They can then sign the amended consent form and provide the phone to you and the Study Participant>

- If they respond – yes then record the date, time and place arranged for the collection of the phone, and reply with:
  <This is good. So you will meet a Study representative at {0} on {1} between {2} hours and {4} hours to sign the amended consent form, collect the phone and sign that you have received the phone. Please do remember to bring along the study participant ID card. Remember the date, time and venue of the appointment (repeat if necessary). Thank you and good bye>

  o If they respond – no they do not want the phone on loan, the data clerk will respond with:
  <Could you tell me why you do not want to receive the phone?>

  The data clerk then records the reason for not wanting to receive the phone and marks the database off as “rejected the phone on loan”.

  The team supervisor is then to follow up on these cases individually by phoning the study participant.

All processes and outcomes to be recorded on the Study database and with relevant CAPI forms.