



Customer Service Charter

Alive

We act with passion and a can do attitude.
Innovation and an entrepreneurial spirit drive us.





Our **Mission**

Hunger to win customers for life.



Our **Vision**

Our vision is to enrich the lives of our customers.

Our obsession is to win customers for life through an exceptional experience.



Our **Values**

We aim to work towards our vision, driven by our values of
AIR - Alive, Inclusive & Respectful.

Inclusive

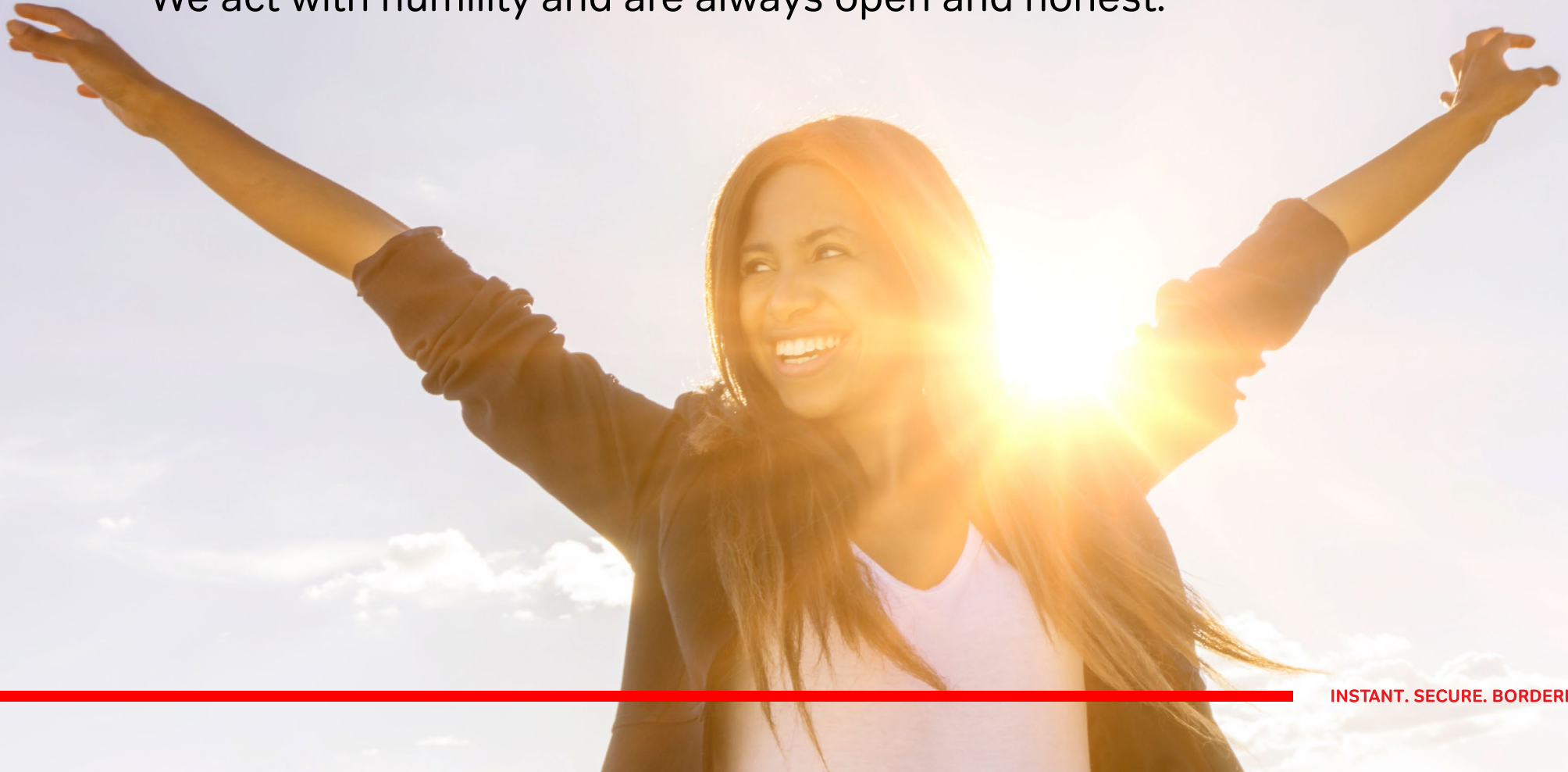
We champion diversity. We anticipate, adapt and deliver solutions that enrich the lives of communities we serve.



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Respectful

We share the joy and pain of our customers.
We act with humility and are always open and honest.



Service

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OUR SERVICES



Introduction:

Airtel Money is a mobile money service offered by Airtel Mobile Commerce in Rwanda. The service allows Airtel subscribers to perform a range of financial transactions using their mobile phones. Airtel Money is designed to provide a convenient and secure way to transfer money, buy airtime, pay bills, withdraw cash, make bank transfers, and perform other financial transactions.



Getting Started:

To use Airtel Money, you need to have an Airtel mobile phone and an Airtel Money account. If you don't have an Airtel Money account, you can register for one by dialing *182# on your Airtel mobile phone and following the prompts.

You will be asked to provide some personal information and create a PIN to secure your account.



Introduction:

With Airtel Money, you can easily send and receive money using your mobile phone. To send money, dial *182# on your Airtel mobile phone and select "Send Money" from the menu.

Enter the recipient's phone number and the amount you want to send, confirm the details and enter your PIN to authorize the transaction.

To receive money, simply provide your Airtel phone number to the sender.

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Buying Airtime:

Airtel Money allows you to buy airtime for yourself or for any other Airtel user in Rwanda.

To buy airtime, dial *182# on your Airtel mobile phone and select “Buy Airtime” from the menu.

Select the recipient's phone number if you are buying airtime for someone else, enter the amount you want to buy, confirm the details and enter your PIN to authorize the transaction.

Paying Bills:

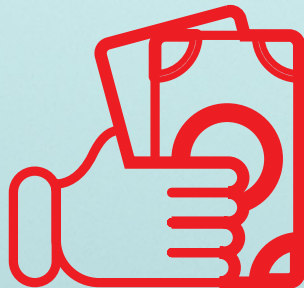
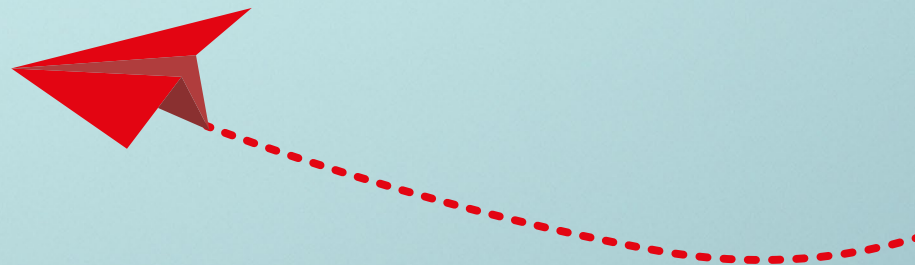


You can pay bills easily and securely using Airtel Money.

You can pay bills for utilities such as water and electricity, as well as for other services such as TV and internet. To pay bills, dial *182# on your Airtel mobile phone and select **“Pay Bill”** from the menu.

Select the bill you want to pay from the list of available options, enter the amount you want to pay, confirm the details and enter your PIN to authorize the transaction.





Cash

Deposits & Withdrawals:

You can deposit and withdraw from your Airtel Money account at any Airtel Money agent location in Rwanda.

Visit any Airtel Money agent location and provide your Airtel Phone number. The agent will then process your transaction and give you the money



Bank Transfers:

Airtel Money allows you to transfer money from your Airtel Money account to any bank account in Rwanda.

To transfer money to a bank account, dial *182# on your Airtel mobile phone and select "Bank Transfer" from the menu. Enter the recipient's bank account number, the amount you want to transfer, confirm the details and enter your PIN to authorize the transaction.



Merchant Payments:

To make a payment at a merchant, simply dial *182*8*1# then enter the code of the merchant then the amount and enter your PIN to approve the payment.

You will then receive a confirmation message on your phone once the transaction is completed.

International Transfers:



Airtel Money also allows you to send money to other Airtel Money users in other countries and to other wallets or accounts abroad where the connection is available.

To send money internationally, dial *182# on your Airtel mobile phone and select “International Transfer” from the menu.

Select the country where the recipient is located, enter the account number, the amount you want to send, confirm the details and enter your PIN to authorize the transaction.



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My Airtel App

My Airtel App is your one-stop for all Airtel Money services. With just a few taps, you can easily manage cash deposits and withdrawals, send and receive money, pay bills, buy airtime, and make international money transfers.

It's fast, secure, and designed to keep your financial needs at your fingertips, anytime, anywhere.



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Category

Category	Sub-Category	Name
Basic Service	Peer to Peer	Sending money- Airtel to Airtel
		Ekash Airtel Money to MOMO
	Cashin	Cashin
	Cashout	Cashout
	Buy Airtime	Airtime_Self
		Airtime_Others
International Remittance	Inbound	International Remittance Inbound
	Outbound	International Remittance Out bound
Airtel Money payments	Airtel Money Pay	Electricity/Cash power
	Utility Payments	Water payments
		TV subscription
		Solar Payments
		Transport Tap and go
	Government payments/ contributions	RRA Taxes
		Irembo services
		BNR Esub
		Ejo Heza (RSSB)
	Bill Payments	Airtel PostPaid
		Insurance Payments
		School fees Payments
	Airtel Bulk payment	Patners Bulk payment
	Airtel Money 3rd Party Payments	3rd Party initiated service provider
		Aggregation Services
		Payment gate way service provider
		Betting Licensed service providers
	Airtel Money Business	Payment collections
	Airtel Money Card	Airtel virtual card
	Ticketing	Event Ticketing

Category	Sub-Category	Name
Bank services	Loans & Savings	Bank pull
		Bank Push
	Loans & Savings	Loans
		Savings
Airtel Money OpenAPI	Open API	Collection API
		Disbursement API
		Remittance API
Airtel Money payments	Airtel Money Self service	Airtel Money self reversal
	Utility Payments	Airtel Money PIN reset
		Airtel Money Change PIN
	Digital Platforms	My Airtel App

Standards

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Standards

Service quality	Responsiveness
Availability of the service	24/7 customer support through channels that are called for free on 100
Speed of the service	24/7 customer support through our socials @ facebook, twitter, instagram , email:.....whatsApp number on +250 731 313 131
Security of the services	24/7 customer support through our socials @ facebook, twitter, instagram , email:.....whatsApp number on +250 731 313 131
Overall user experience of the services	Customer support through our customer 44 walking service centres across the country in all districts



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Responsibilities

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A large red arrow pointing upwards and to the right, starting from the bottom left and extending towards the top right.

Responsibilities of customers

- To make our job easier in providing exceptional service we ask our customers to:
- Treat Council officers with courtesy and respect
- Provide accurate and complete details
- Recognize that we may not have the authority to deal with your request/concern and may need to refer it on; contact us to make an appointment in relation to a complex enquiry.

Responsibilities of organizations

- Our reception area will be:
- A clean and tidy, safe environment
- Accessible and welcoming and staffed during business hours





Abusive customers

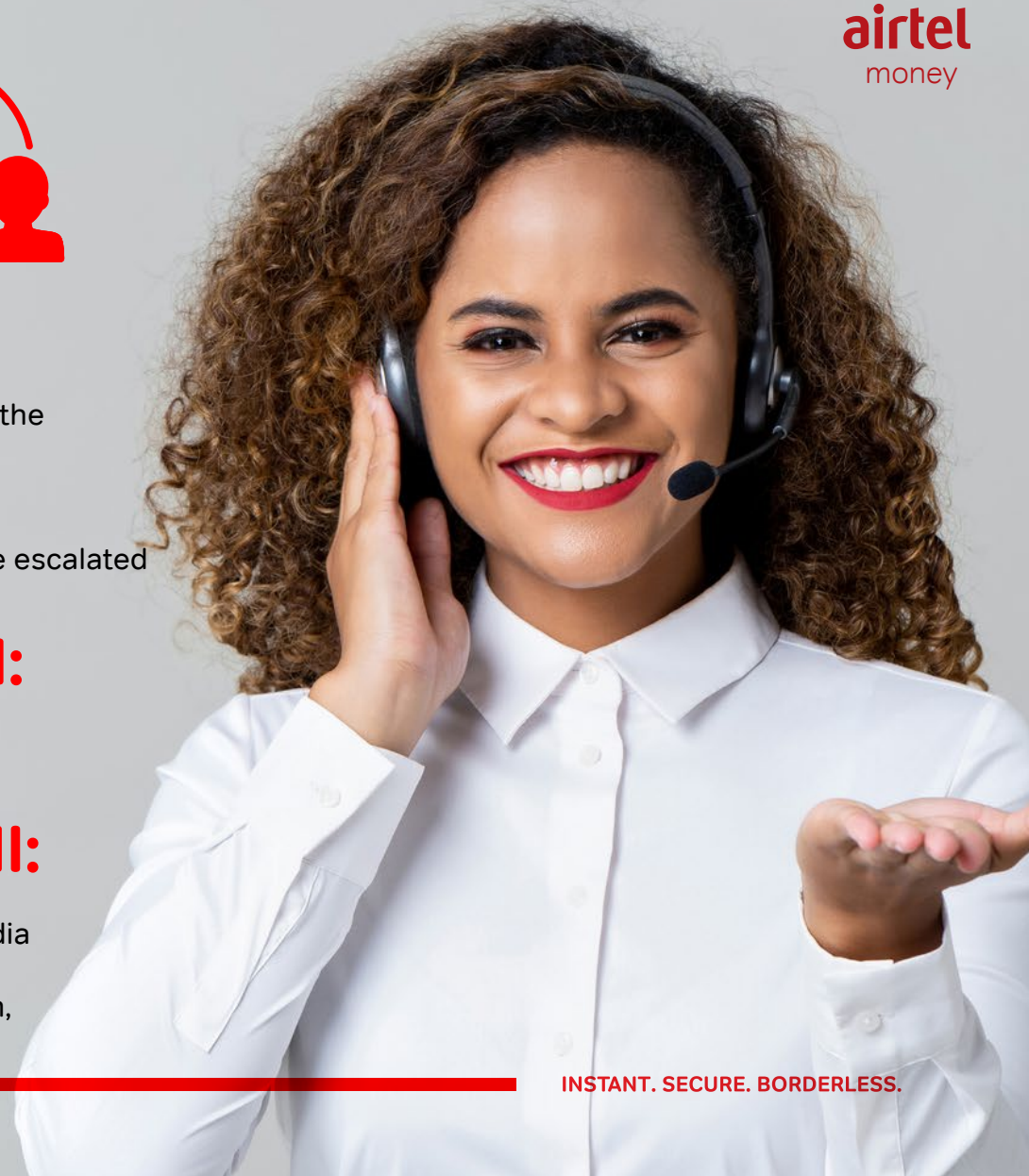
- Where the customer is personally abusive or uses bad language, the communication may be terminated immediately by the officer.
- If face to face the officer, may walk away
- If by telephone, the officer may terminate the call.
- If it is by email and the tone is deemed vexatious, the email will be escalated for further review.

At all times our employees will:

- Identify themselves
- Listen carefully to what you have to say

At all times, our employees will:

- be available through our Call Centre (Dial 100), via our Social Media support will be operational 24/7
- Service Center or Airtel Money shop will be operational 8am-5pm, or as per the published Opening Hours



Complaints

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How customers will log their complaints

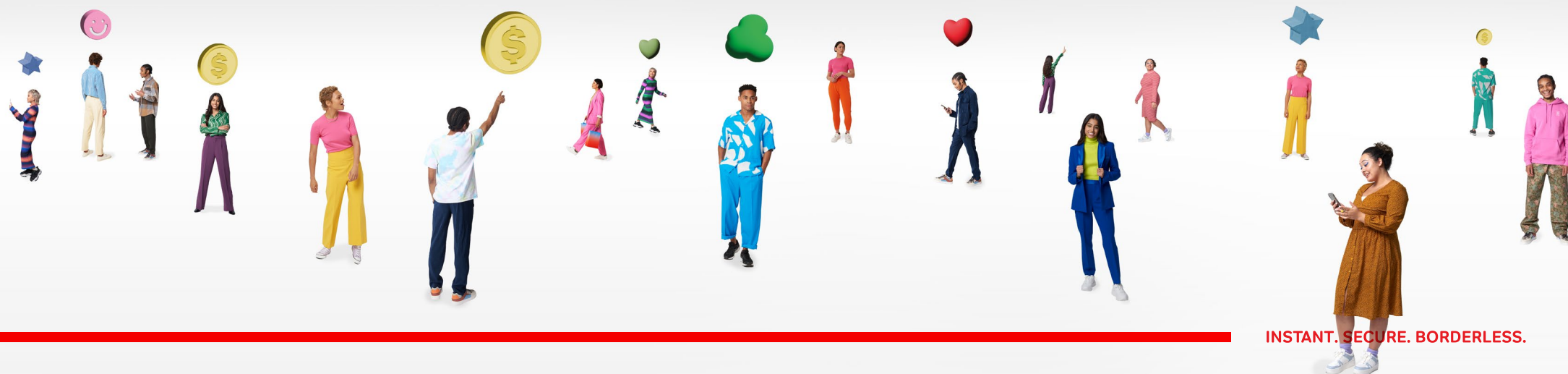
- Customer log complaints can be submitted through various channels such as photo, email, live chat or social media including WhatsApp and can include issues such as technical problems, billing disputes or concerns about security or privacy

Channels to be used for logging complaints

- Call centre on our toll free number 100
- Walking service centre will be operational 8am – 5pm

Communication

How Airtel Money communicate with customers	How customer feedback will be addressed
Our information will be	Our actions will:
Easy to access	Be fair and impartial
Accurate and consistent	
Our information will be sent via: Social media plaforms (Facebook, Twitter, instagram, etc) Company's Website: https://www.airtel.co.rw/	Be completed within a specified timeframe
Bulk SMS	
Other media(Radio , TV Journals)	Take your individual needs into consideration



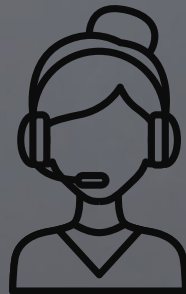
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Continuous Improvement

Process for continuous improvement
and how customer feedback will be used

We are committed to customer service that:

- Is guided by our organisation's values
- Is considerate of our customer needs and preferences
- Is delivered by skilled, motivated and courteous staff members





Customer Service Charter

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Service	Customer	Requirement	Timeline
PIN RESET	Rwandan	1. Customer should be at Airtel service center physically 2. Customer should be present with the original National Identification card or ID replacement document issued by Irembo	2-5min
	Foreigner	1. Customer should be at Airtel service centre physically 2. Customer(Present valid passport and valid entry visa or Foreigner ID provided by NIDA or Laissez-passez and register the new number adding also Airtel Money service), if number already registered, add Airtel Money service immediately.	
	Corporate	1.Representative should be present at Airtel service center physically 2.Official letter requesting PIN reset 3. In the letter they have to mention the name and ID of someone who will come for PIN reset	
Account activation	Rwandan	1. Customer should be at Airtel Service center physically. 2. Customer should (Present ID and Register the new number into Airtel Money) if Number already registered on airtel money service immediately	1-2min
	Foreigner	1. Customer should be at Airtel service center physically. 2.Customer (Present valid passport and valid entry visa or Foreigner ID provided by NIDA or Laissez-passez and register the new number adding also Airtel Money service), if number already registered, add Airtel Money service immediately.	
	Corporate	1. Customer should be at Airtel service center physically 2. Representative (present official letter mentioning name and ID of the person, fill the Airtel money pay form then named person present his/her ID) if it is the managing director presents RDB fill the Airtel money pay form and his / her ID or passport	
Account Reactivation	Rwandan	1. Customer should be at Airtel service center physically. 2.Customer should present the original national ID card or ID replacement document issued by Irembo	1-2min
	Foreigner	1. Customer should be at Airtel service center physically. 2.Customer(Present valid passport and valid entry visa or Foreigner ID provided by NIDA or Laissez-passez and register the new number adding also Airtel Money service), if number already registered, add Airtel Money service immediately.	
	Corporate	1. Customer should be at Airtel service physically . 2.Customer (present official letter mentioning names and ID of the person then named person presents his/her ID). If it is the managing director presents RDB and his/her ID or passport	24hrs
Account Transfer	Rwandan	1. Both customers should be at the airtel service centre physically. 2. From individual to individual once transfer of ownership is completed on..... From individual to corporate once transfer of ownership is completed on Since it requires to change it manually on ECW also.	1-2min
	Foreigner	1. Both customers should be at the airtel service centre physically. 2. From individual (Rwanda) to foreigner once transfer of ownership is completed on Zsmart. The foreigner must have only one active number on his document. 3. From foreigner to corporate once transfer of ownership is completed on zsmart. Since it requires to change it manually on ECW side also.	5-10min
	Corporate	1. Both customers should be at the airtel service centre physically. 2. From individual (Rwanda) to foreigner once transfer of ownership is completed on Zsmart. The foreigner must have only one active number on his document. 3. From foreigner to corporate once transfer of ownership is completed on zsmart. Since it requires to change it manually on ECW side also. 4.From corporate once transfer of ownership is completed on Zsmart	5-10min

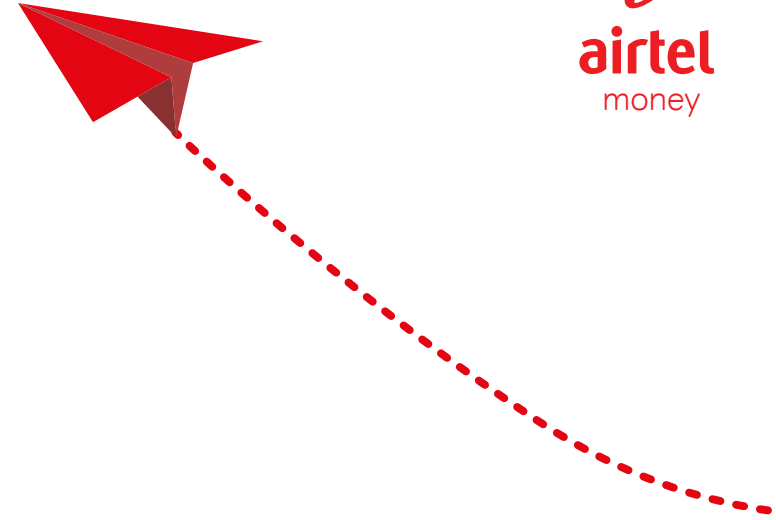
Service	Customer	Requirement	Timeline
AIRTEL MONEY Self Reversal	Rwandan & Foreign Resident	Customers can initiate reversals of transaction, or all our call center to initiate the reversal of a transaction. The Airtel Money back office team and the Call center Team will work to reverse the transaction.	24 Hours
	Corporate Entities	1. Customers should call the call center 2. Visit the Service Center Physically. 3. In the event that the transaction was initiated by corporate customers, reversals will need to be sent account manager via email.	
Airtel Money Deposits	Rwandan & Foreign Resident	1. Customers should visit an Airtel Money Agent, Airtel Service Center, Airtel Money Kiosk. 2. Customers should present a valid Identity Card and have the phone in their possession to process Cash In. 3. Customers can use Bank Push and Pull services to fund their Airtel Money Wallets. 4. Customers are now able to cash in by sending money from a secondary MTN Mobile Number Number by dialing *182*1*2# and follow the prompts.	1-2min
Airtel Money Withdraws	Rwandan & Foreign Resident	1. Customers should visit an Airtel Money Agent, Airtel Service Center, Airtel Money Kiosk to Withdraw. 2. Customers should present a valid Identity Card and have the phone in their possession to process cash out. 3. Customers can use Bank Push and Pull services withdraw Airtel Money from their Wallets. 4. Customers are now able to cash out by sending money from a secondary MTN Mobile Number Number by dialing *182*1*2# and follow the prompts.	1-2min
Airtel Money Statement	Rwandan & Foreign Resident	1. Customers should visit an Airtel Service Center in person to request a copy of their account statement. 2. Customers should write a letter requesting for their statement with a copy of their ID/Passport.	5-10 Mins
	Corporate Entities	1. Customers should visit an Airtel Service Center in person to request a copy of their account statement. 2. Customers should write a letter requesting for their statement with a copy of their ID/Passport.	5-10min
Unblock an Airtel Money Number	Rwandan & Foreign Resident	1. Customers should visit an Airtel Service Center in person to request to unblock an airtel money number. 2. Customers should write a letter requesting to unblock an airtel money number.	5-10min
	Corporate Entities	1. Customers should visit an Airtel Service Center in person to request to unblock an airtel money number. 2. Customers should write a letter requesting for their statement with request to unblock an airtel money number.	5-10 Mins

We are committed to:

Providing prompt, friendly, courteous, and efficient customer service.

- Always acting with honesty and integrity.
- Providing customers with clear, accurate and timely information.
- Treating customers' personal information with confidentiality.
- Listening to your views and ensuring we can determine the most appropriate way to address your concerns.





Complaint's procedure:

If you have a complaint, we will acknowledge receipt of your complaint within 24 hours, assigning you a complaint reference number, and endeavor to resolve your complaint at the earliest, but within 5 working days.

However, resolution time frame may vary for complex complaints: Five (5) days for Airtel Money related complaints and three (3days) for Other Airtel Services.

We will endeavor to keep you informed during the process of resolution.

If you are dissatisfied with the response or progress, you will be given the opportunity to engage the Customer Experience Director who will review the matter.

Below are how you can give us feedback or log a complaint:

Give us feedback on below address:

https://www.airtel.co.rw/give_your_feedback

Send an email to:

customer.experience@rw.airtel.com / MD@rw.airtel.com

Visit any of our retail outlets:

View our website to see where your closest retail outlet is located. https://www.airtel.co.rw/store_finder/airtel_shop.

Give us a call:

Call our call center toll free on 100 / Call +250721000456 if calling from outside the country.



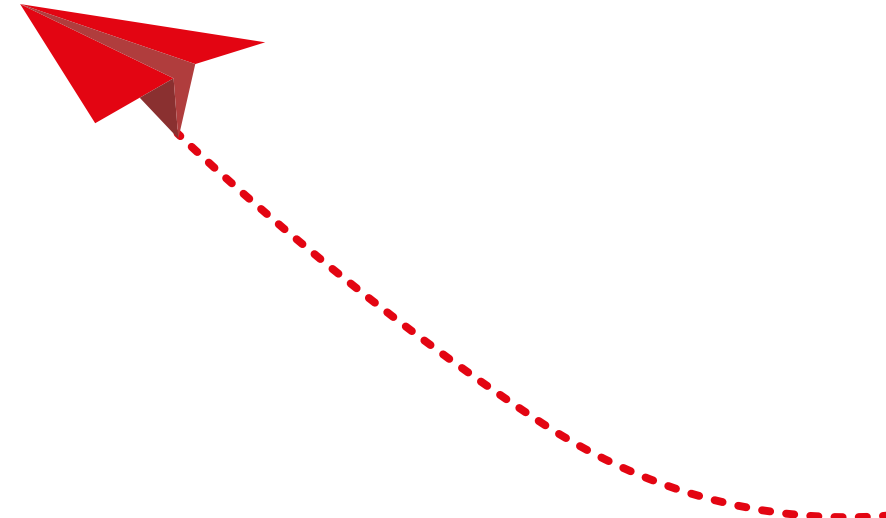
Visit our social media platforms:

<https://instagram.com/airtelrw>.
<https://www.facebook.com/airtelrwanda>
<https://twitter.com/airtelrw>
Our WhatsApp +250731313131

Below are the alternate regulator communication channels which can be used:

In the unlikely event, our resolution is not satisfactory, you have the right to engage relevant regulatory bodies through the following channels.

- RURA - Call toll free number 3988. / Send an email to info@rura.rw
- BNR - Call +(250)788199000 or Email communication@bnr.rw.





Customer Service Charter

