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THE **SMARTPHONE** NETWORK

AIRTEL CUSTOMER GUIDE BOOK

ABOUT OUR PRODUCTS AND SERVICES



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ABOUT US

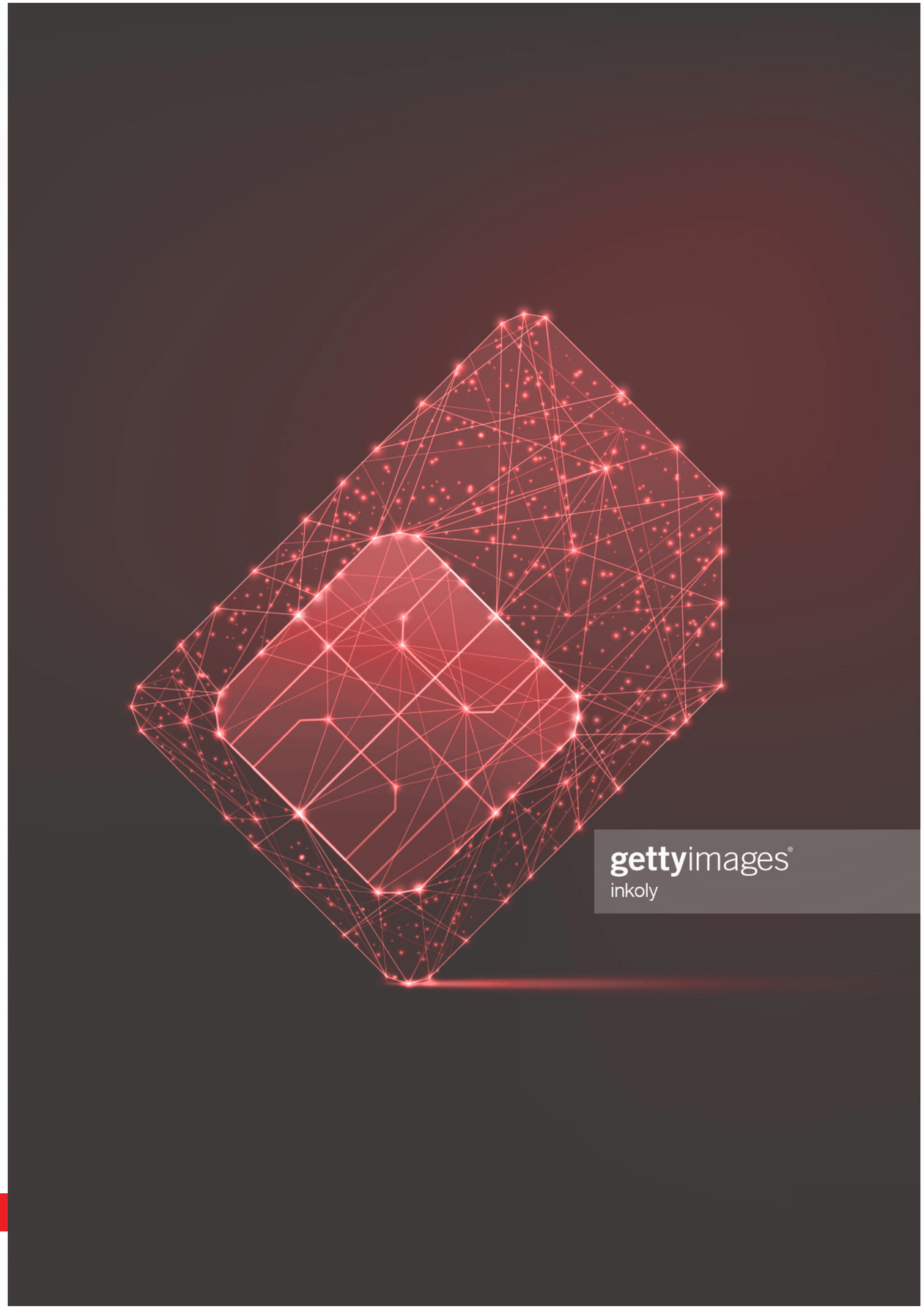
Airtel Tanzania PLC began operations in October 2001, with a wide network coverage, and continued efforts to increase coverage to the most remote areas in the country.

Since 2001, we have endeavored to bring the costs of communication to affordable levels by introducing value for money products and services thus offering the required competition in the Tanzanian telecommunications market.

Consumer lead strategy with quality products and services

As one of Tanzania's top mobile communications companies, our aim is to connect communities across Tanzania by providing relevant and innovative mobile solutions to all. We pride ourselves in having a team that is committed and driven to ensure that our customers' expectations are met.

Our customers have access to the only network that allows them to roam at the local rates while in East Africa.



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HOW TO SUBSCRIBE TO AIRTEL NETWORK

Customer must purchase Airtel sim card at authorized sim card sellers

- **Airtel Shops**
- **Airtel Money Branches**
- **Registration Agents**

Customers can also join (Porting in) Airtel Tanzania from another network provider number without changing it. Visit any nearest Airtel shop with a valid and acceptable ID to join Airtel Tanzania from another network without changing the number.

As per TCRA directives, all subscribers are required to register their SIM Cards through a biometric process (Fingerprints). At Airtel's shop, branches or registration agents with your National ID or NIDA for Tanzania nationals and valid passport and visa for non-citizen this are visitors who are in country for under six months, and NIDA identity for foreigners this are visitors who are in county for more than six months.



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SIM CARD BIOMETRIC REGISTRATION PROCEDURES



A. SIM Card Registrations for individual

- Visit Airtel shop or registration agents with your National ID number for Tanzania citizen including foreigner more than (6) months stay and foreigner less than (6) months stay shall be required to present a valid passport.
- SIM registration agent will capture your National Identification Number or passport and scan your fingerprint
- You will receive a notification when a number is updated with biometric registration
- Note: National Identification/ National Identification number and passport for foreigners are the only approved ID to be used on SIM card registrations for individuals

B. SIM Card Registrations under Company

- A company shall present a valid certified copy of TIN Certificate, Business License & Certificate of Incorporation/Compliance or certificate of registration.
- The company representative shall present his/her NIDA ID and finger print verification
- The Company shall present the introduction letter approving the representative and the usage of the SIM card.
- The SIM card shall bear the name of the company
- Company shall notify Airtel for any changes of the representation

C. SIM Card Registrations under Institution

- The institution representative shall be required to present introduction letter of the respective institution;
- The institution representative shall be required to present his/her NIDA identity number and finger print for biometric verification
- The registered SIM Card shall bear the name of institution

D. SIM Card Registration for Visitors

- "Visitor" means a non-citizen who is not a diplomat and intends to stay in the United Republic of Tanzania for a period of not more than six (6) months
- Visitor shall be required to present certified copies of valid passports with valid visa.
- Finger print of the visitor will be taken for verification.
- Registered SIM Card shall bear the name of the visitor

E. SIM Card Registrations for Foreigner

- "Foreigner" means a non-citizen who is not a diplomat staying in the country for a period of more than six (6) months;
- Foreigners shall be required to present NIDA identity.
- Finger print of the foreigner will be taken to verification.
- Registered SIM Card shall bear the name of the foreigner.

F. SIM Card Registrations for Diplomat

- The diplomat shall be required to present his certified copies of valid passport and valid diplomatic identity issued by ministry of foreign affairs & EAC corporation for SIM Card registration;
- No fingerprint shall be taken during SIM Card registration;
- Registered SIM Card shall bear the name of the Diplomat

G. SIM Card Registrations for Diplomat Institution

- Diplomatic Institution shall present the introduction letter from the Institution and original letter from ministry of foreign affairs & EAC corporation.
- Also shall present copies of certified valid passport and valid diplomatic ID of the representative issued by ministry of foreign affairs & EAC corporation for batch of SIM cards to be registered.

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SIM CARD BIOMETRIC REGISTRATION PROCEDURES

- Registered SIM Card shall bear the name of the Diplomatic Institution
- Service provider shall keep details of diplomatic institution and the representative

H. SIM Card Registrations for refugee

- Refugees shall be required to present NIDA identity;
- Service provider shall conduct fingerprint verification of a refugee with NIDA for biometric SIM Card registration;
- The service provider shall keep details of the refugee; and registered SIM Card shall bear the name of the refugee

SIM Card Registration for Minor (below 18 Years)

- Sim card used by minor shall be registered under minor biometric sim card registration category
- Guardian/Parent of minor shall present minor certified copy of birth certificate/Adoption document/Valid passport with valid visa for foreigner
- SIM registration agent will capture minor portrait photo and nationality
- Guardian/Parent shall be required to present National Identification Number/ for foreigner valid passport, valid visa and finger print for verification
- Registered SIM Card shall bear the name of the minor
- The service provider shall keep details of the minor and the parent/guardian

I. SIM Card Registration for Company Employees

- Sim card used by company employees shall be registered under company biometric registration category
- A company shall present valid certified copy of TIN Certificate, Business License & Certificate of Incorporation/Compliance or certificate of registration.
- Each employee who is entitled to use the sim card is required to share National Identification number and finger print for verification



- The Company shall present the introduction letter approving the employees under company employees' registration
- The SIM card shall bear the name of the employees
- Company shall notify Airtel for any changes of the representation
- The service provider shall keep details of the company and the employee

J. SIM Card Registration for M2M

- A company shall present valid certified copy of TIN Certificate, Business License & Certificate of Incorporation/Compliance or certificate of registration.
- The company representative shall present his/her NIDA ID and finger print verification
- The Company shall present the introduction letter approving the representative and the usage of the SIM card.
- The SIM card shall bear the name of the company
- Where M2M is owned by individual, sim card shall be registered under individual category using individual national identification and finger print verification & the service provider shall keep details of the individual
- Company shall notify Airtel for any changes of the representation
- To make sure you are using number that have been biometric check by dialing *106#.

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SIM CARD BIOMETRIC REGISTRATION PROCEDURES

Lock or unlock your lost number

To lock or unlock your lost number you will be validated if you are the valid owner of the phone number. Ensure you have the five frequently called numbers before contacting our call center agent

Recovering your lost or damaged SIM Card

You can only recover your lost or damaged SIM card by visiting our Airtel shop near by and undergo SIM Swap with your NIDA ID or Number.

NOTE: In case the number which has lost belongs to someone else or hold some one else details you will be required to ask the owner to the process SIM Swap

What should you do if your phone has been locked and needs PUK?

1. If you still have the pack on which your SIM card was attached, check on the back of it for PUK number and explanations on usage.
2. If you don't have the starter pack Dial 100 select 1 then choose 3(PUK) and follow the instructions

Ownership of one SIM Card for a single network.

The Tanzania Communications Regulatory Authority (TCRA) However, TCRA has issued directives on the implementation of ownership of more than one SIM card from the same operator in which the customer must seek the approval from TCRA. It's Easy! Do not throw your Simcard, own more than one by dialing *106# select SIM Card approval (New)

OR *****

Visit Airtel shop to register your main sim card as primary number and the rest as secondary in which you will be required to provide reason for each.

How to verify your registration details, status and the numbers or registered under your NIDA ID.
Verify if your registration is complete by dialing *106# If you get different registration details, please visit our registrar or Airtel shop with your NIDA ID or number.

Ensure your SIM Card is registered under the requirements of law. For more information, please visit (Airtel website: www.airtel.co.tz): In the Electronic and Postal Communications Act, 2010 (Act No. 3/10), failure to comply is a criminal offense and if found guilty appropriate penalties shall apply.



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USE OF *106#

A. SIM REGISTRATION STATUS

1

DIAL
*106#

2

1. **REGISTRATION STATUS**
2. NUMBERS REGISTERED WITH YOUR NIDA CARD IN AIRTEL
3. NUMBERS REGISTERED WITH YOUR NIDA CARD IN ALL NETWORKS
4. TO REGISTER AIRTEL PRIMARY NUMBER
5. TO REGISTER AIRTEL SECONDARY NUMBERS.
6. TO VIEW ALL REGISTERED & VERIFIED NUMBERS.

3

SELECT 1

4

IF BIOMETRICALLY REGISTERED

DEAR CUSTOMER, YOUR NUMBER **0XXX XXX XXX** HAS BEEN BIOMETRIC REGISTERED AS **JUMA KAREEM MUSA**

5

IF NOT BIOMETRICALLY REGISTERED

DEAR CUSTOMER, YOUR NUMBER **0XXX XXX XXX** IS **NOT** BIOMETRIC REGISTERED. PLEASE VISIT OUR SHOP OR AGENT WITH YOUR **NIDA ID OR NIN TO REGISTER**.

USE OF *106#

B. NUMBERS REGISTERED WITH YOUR NIDA CARD IN AIRTEL

1

DIAL
*106#

2

1. REGISTRATION STATUS
2. **NUMBERS REGISTERED WITH YOUR NIDA CARD IN AIRTEL**
3. NUMBERS REGISTERED WITH YOUR NIDA CARD IN ALL NETWORKS
4. TO REGISTER AIRTEL PRIMARY NUMBER
5. TO REGISTER AIRTEL SECONDARY NUMBERS.
6. TO VIEW ALL REGISTERED & VERIFIED NUMBERS.

3

SELECT 2

4

ENTER YOUR **NIDA ID NUMBER**

_____

5

NUMBER/S REGISTERED WITH YOU NATIONAL ID ARE
0XXX XXX XXX
0XXX XXX XXX

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USE OF *106#

C. NUMBERS REGISTERED WITH YOUR NIDA CARD IN ALL NETWORKS



USE OF *106#

D. TO REGISTER AIRTEL PRIMARY NUMBER



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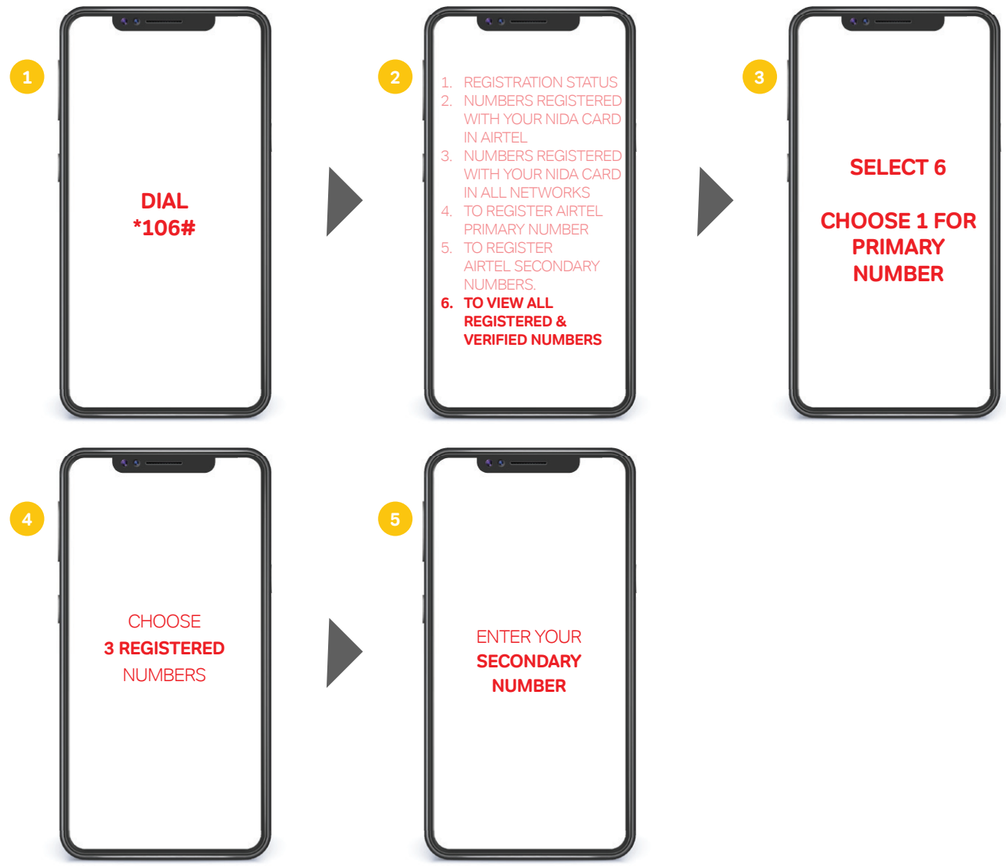
USE OF *106#

E. TO REGISTER AIRTEL SECONDARY NUMBERS



USE OF *106#

F. TO VIEW ALL REGISTERED & VERIFIED NUMBERS



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HOW TO RECHARGE

1. To add a balance through voucher the customer needs to dial * 104 * then enter the available 14 numbers on the back of your voucher # card, the customer will receive a short message indicating the rate he added as well as tax deductions.

   If the card is damaged:
   • Make sure you have six (6) consecutive digits / digits of the damaged card.
   • Make sure you have sixteen (16) damaged card numbers, important to have those numbers
2. You can also add the balance through Airtel Money by dialing * 150 * 60 # select 2 buy the balance
3. You can also increase the balance through My Airtel App
4. The customer can also be transferred the balance by another Airtel customer through the Me2U service
5. The customer can also purchase the remainder (transfer) from Airtel stores, stores Airtel Money and Airtel Money agents





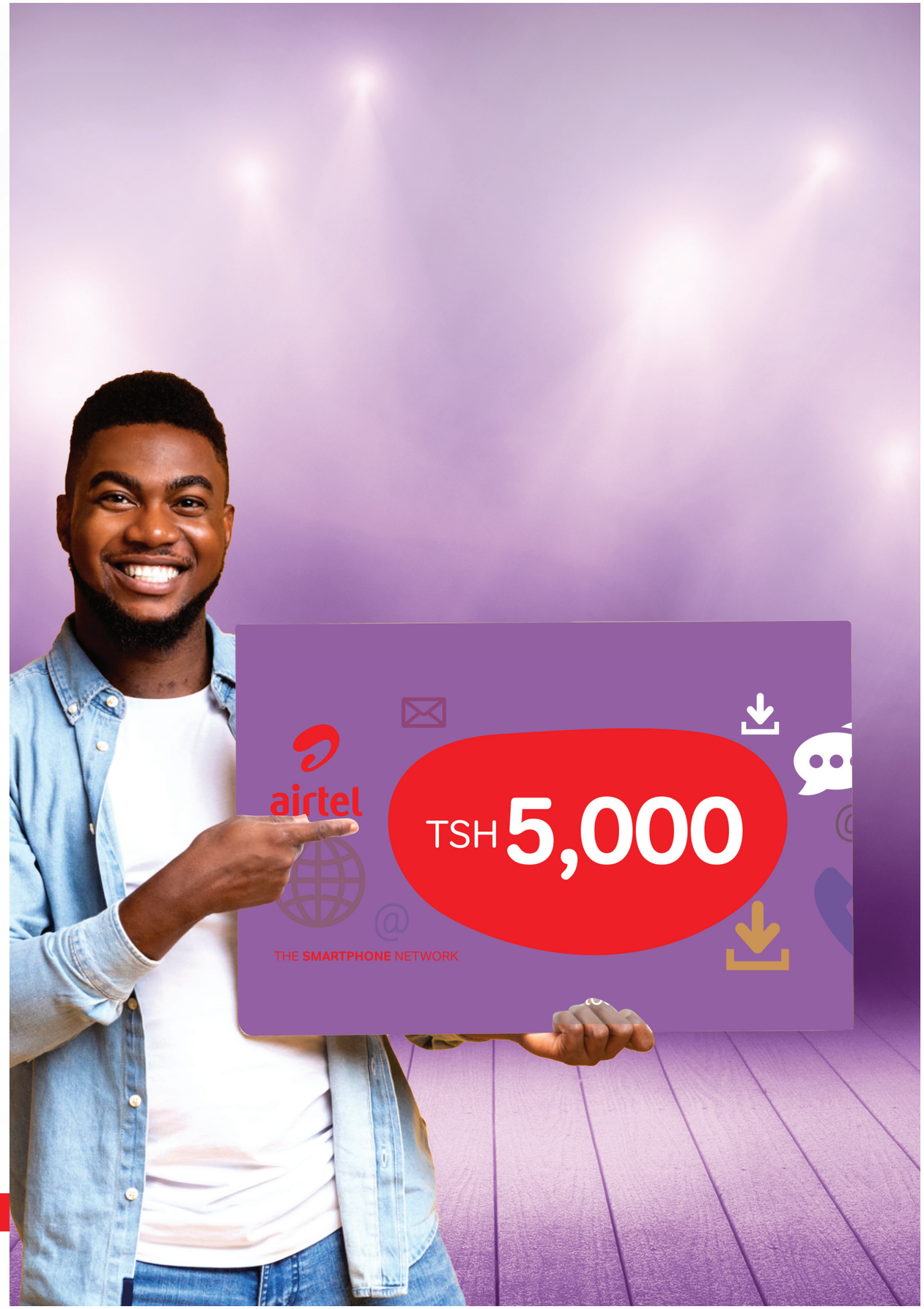












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MY AIRTEL APP

Introducing the new and improved My Airtel App, now available for download!
My Airtel App is currently available for download play store for Android(OS) and App store for Apple (IOS).

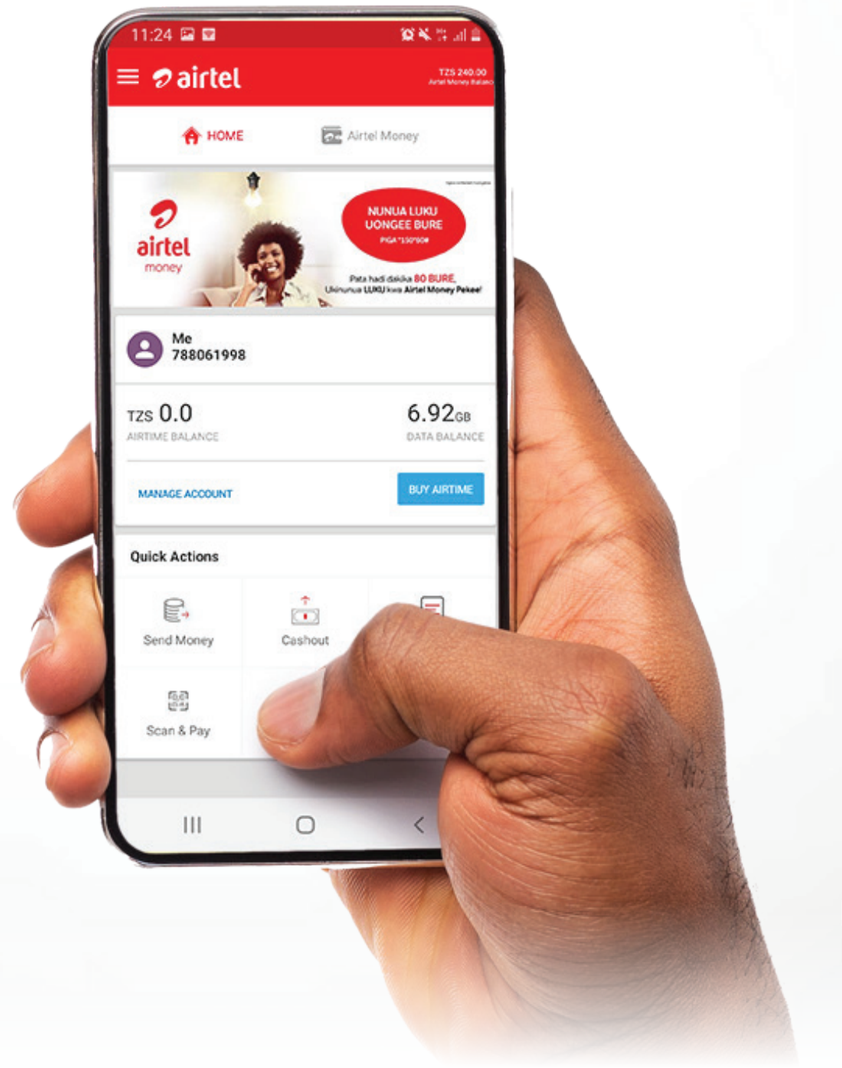
Recharge, Send Money, Buy Bundles, Scan & Pay merchants, Send and Receive money from Bank and much more using My Airtel Africa App.
No need to recall USSD, buy all your Data, Voice, SMS and combo products under one roof or make transactions on Airtel Money like clearing bills, paying for goods, and services with Airtel Money.
Stay on top of your spending with transaction history and ability to see your balances in the palm of your hands

Features

- The Airtel Money and Self-care apps have been merged into one easy to download next generation app that does not take up your storage space.
- A new interactive user experience and interface optimized to minimize the clicks needed to find products and services.
- Enhanced customer experience through self-service options, 24*7 support and a store locator to find the nearest Airtel outlet using your current location.
- Transparency in usage and payments with detailed account history on both the self-care and Airtel Money sides.
- Ability to easily share the app with your friends and family.
- Send Money from your Phone Book, and be sure you are sending to the correct customer
- QR code Payment Made easy
- Send money from your Airtel Money account to your bank account without leaving the app.
- Buy voice, SMS and data products and pay with your credit/debit card using our secure payment gateway.
- Pay all your bills like LUKU, Solar, pay TV, and more using an easy to use interface.

Pay bills From Home

Download My Airtel APP



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My Airtel APP

Download on the App Store

Google play

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AIRTEL TV

Airtel TV is your One-Stop Destination for Live TV, Movies, TV Shows and Videos. We've got a huge collection for you in multiple languages. Search for your video with title, actor or anything linked.

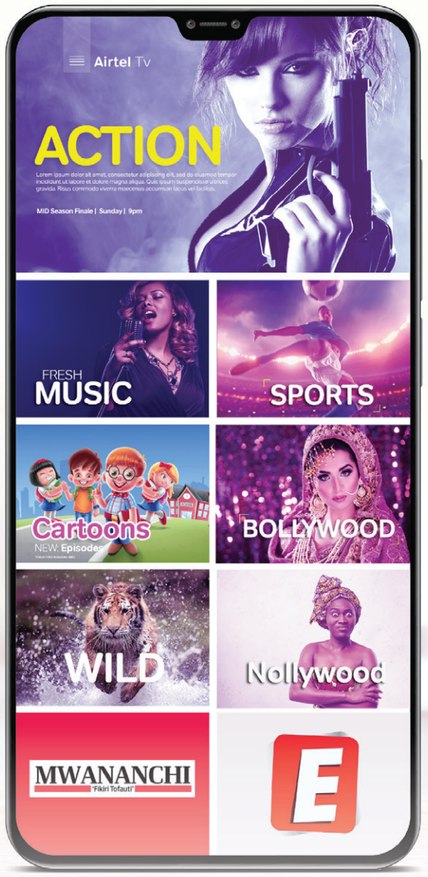
There is No Subscription fee to access Airtel TV. All you need to do is Download Airtel TV App and Register. You can download Airtel TV from Google Play Store for android (OS) users or the Apple (IOS)App store for iPhone users.
Only Airtel customers, both Prepaid and Postpaid with a registered SIM, a data enabled device with Airtel mobile data network can enjoy the service.
Airtel TV gives you access to a wide range of channels for Live content, a variety of genres such as Drama, Romance, Action, Comedy, Music, Faith/Religion, Health/Fitness, Kids and Documentaries.

Features

- No subscription fee is required; however, data charge applies.
- Great content for your kids as well as bonding with your family.
- Access to variety of genres such as drama romance, action, comedy, music, faith, religion, health/fitness, kids and documentaries.
- Browse through tittles or search your favorite movies, video channels by entering related fields such as movies/TV show tittle/director/actor/channel name in the search bar at the top of the page.
- Share videos with friends and family, click on share button on the movie/show/video page and then select where you want to share and with whom.
- Data server options: select your preferred streaming quality to save your data. Go to 'menu'>>'settings'>>'playback quality' and then select either low, medium or high quality and save.

Pakua

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Download on the App Store

ANDROID APP ON Google play

Vigezo na Masharti kuzingatiwa

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VOICE LOCAL

Call across all networks within the country at an affordable cost, without subscribing to a bundle.

Enjoy voice bundles that give you more minutes to call all networks.

Have freedom to use your minutes anytime of the day within validity period, with no restrictions of day or night usage (Visit our website for more details on bundles/rates www.airtel.co.tz)



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DATA

Airtel welcomes you to our Supa 4G Experience. Airtel Supa 4G offers faster speeds on downloading, uploading, browsing and streaming.

Enjoy Amazing data bundles by dialing *149*99# and select 5 internet and choose a data bundle of your choice.

If you wish to upgrade your sim to 4G, kindly visit Airtel shop, Airtel money branches or registration agents to change your sim from 3G to 4G and get free GB for upgrading.

To know if your device or sim card are 4G enabled kindly dial *149*95#, and you will receive a flash messaging confirm if your device and sim are 4G or you are required to upgrade either your device or your sim card to 4G.

(For more details of data bundles/rate visit our website www.airtel.co.tz)

How to limit your data internet usage?

- Disable data every time your recharge your account
- Disable data when you don't need it so as to restrict applications working on background mode from 'stealing' your data
- Switch off any applications you don't use in order to restrict them from stealthily using your data bundles



Tips to manage your data usage so that your internet do not deplete fast.

1. Manage your data usage by changing the quality of your photos or videos. Example: You can change the quality of You Tube videos on settings from auto or High definition to Low definition.
2. Manage the settings of your photos and videos by restricting the auto viewing. Example: On whatsapp or Instagram, you can manage photos or videos which you what to view. Also on YouTube you can manage video playing by disabling the auto play button.
3. Disable auto-update of your applications by going to settings then disable auto updates", this will manage the updates of your applications hence limit the usage of your data.
4. Completely close any opened web page after usage. Click on the X button to close it. If you leave it without closing it will continue using your data unknowingly.
5. Some applications like Facebook, Instagram, Linked In and the rest need you to log in your credentials to open them. Ensure you have completely logged out before leaving the page so as to stop the app from using your data. Click the log out button.
6. Reduce unwanted / unimportant applications, otherwise they will continue to use your data as they will need updates even if are not used.
7. It is encouraged to understand the capability of any smart phone that you are about to buy. Smart phones are 90% dependent on internet, so ensure you plan and limit your data usage as per your phone requirements.

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ROAMING

Roaming with your Airtel Tanzania line while travelling abroad will ensure you are always reachable even if you are thousands of miles away from home

Get to know the roaming bundles from Airtel Tanzania

- For a prepaid customer, make sure you have enough credit in your SIM card. There is no set limit for balance, it all depends on your needs and usage when you roam. For example, if you need a service of only receiving text messages, you do not need any credit in your account.
- For postpaid customers, you need to contact your key account manager in order to be enabled to use roaming services.
- Turn your phone off and on when you arrive in your destination (roaming) country. Our network will automatically connect with our partner network in the country you are visiting (roaming).

While roaming, as a prepaid customer, you can purchase roaming bundles (One Airtel or Global bundles) via our product menu by dialing *149*99# or *149*13#.

Do the following in case you failed to use roaming service outside the country

- Make sure that your mobile phone indicates the network of our partner in the country your are roaming.
- Check Airtel Tanzania roaming partners in the country your visiting by visiting www.airtel.co.tz
- Ensure that the settings of your mobile phone are correct to enable you roam outside the country. For example: turn on data roaming every time you want to use internet.
- Ensure that you have sufficient credit or you have subscribed to a correct bundles for the visited destination.
- For any problem while outside Tanzania contact us via following email: helpdesk@airtel.co.tz

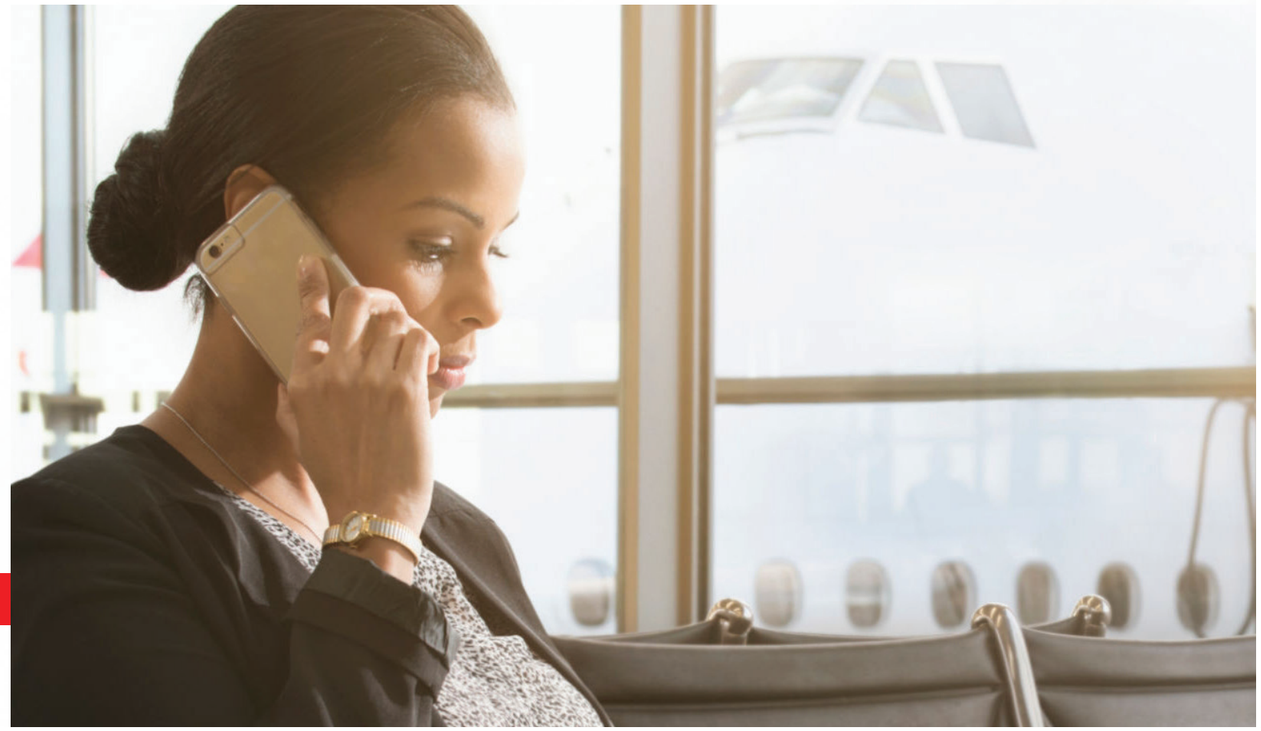
How to subscribe to roaming bundles.

- You can subscribe to roaming bundles while still in Tanzania at departure or at arrival in the country you are visiting.
- Concerning which bundles you should subscribe, it all depends with your usage needs.
- In-order to know our roaming bundles, please visit www.airtel.co.tz

Get to know more about Roaming and International Calling bundles with Airtel Tanzania Dial *149*99# or *149*13#. You also can get information on our roaming bundles through My Airtel App application and Airtel Tanzania website www.airtel.co.tz .

Be connected with other nations via International Calling bundles

Airtel Tanzania offers you special bundle to keep your connected with family and friends abroad. To know and purchase International calling bundles visit www.airtel.co.tz/My Airtel Application. You can also dial *149*99# or *149*13#



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AIRTEL MONEY

Get connected to Airtel Money. Any Airtel customer who has been fully registered with Airtel network, is automatically connected to Airtel Money service instantly. Follow below steps on how to activate your Airtel Money account.

How to activate your Airtel Money Account? It is now simplified.

For every new and existing customer who haven't activated their Airtel Money account and he/she want to start using Airtel Money services, it is now easy to:

- Dial *150*60#
- To start using Airtel Money enter new 4-digit PIN
- Confirm new PIN
- Confirmation notification
- Self-Care PIN reset using secret question
- Have you forgotten your Airtel Money PIN?

Your Airtel Money a PIN is your SECRET. If you have forgotten your Airtel Money PIN prepare the follow requirements to get quick assistance before contacting our support channels.

A. To register secret question:

- Dial *150*60#
- Select 7. My account
- Select 1. My PIN
- Select 4. Change security Question
- To Reset Airtel money PIN using Secret question:
- Dial *150*60#
- Select 7. My account
- Select 1. My PIN
- Select 2. Forgot PIN



Get to know different Airtel Money Customer Transaction Limits The following limits apply to Airtel Money customer transactions as per National Payment System Act 2015 - Electronic Money Regulation issued by the BoT

ITEMS	TIER 1	TIER 2
MAXIMUM	5,000,000	10,000,000
MAXIMUM DAILY TRANSFER	5,000,000	50,000,000
MAXIMUM BALANCE	10,000,000	50,000,000
MAXIMUM YEARLY LIMIT	-	
MANDATORY KYC REQUIREMENTS	DEFAULT	ID, BUSINESS LICENSE AND TIN CERTIFICATE

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AIRTEL MONEY

Do the following to avoid sending or withdrawing money wrongly

1. Confirm the amount you want to send
2. Confirm the number and name you want to send money to
3. Confirm the Airtel Money agent till number and name when withdrawing

Have you sent money wrongly? It is easy, you can now self-reverse wrong transactions at your fingertips.

Below are the steps on how to self – reverse the wrong transaction.

Dial *150*60#
Select 7, My account
Select 2 my transaction reversal
Select 1 initiate reversal
Select 1
And follow the instructions
International Money Transfer – Kenya, Uganda and Burundi
IMT – Airtel Kenya, Airtel Rwanda, Airtel Uganda, M-Pesa Kenya, Econet Burundi, MTN Uganda

What is the process of sending money?

Dial *150*60# to access your AM menu
Select option 1: Send Money
Select option 5: Send Money Abroad
Select either country
Enter the Receivers Number
Enter your Amount in Tanzanian shillings.
Select the reason of the transaction.
Enter your Airtel Money PIN.
You can check the exchange rate before sending

Airtel Money MasterCard

Airtel Money MasterCard is virtual card that allows you to buy goods and services from merchants across the world online through Your Airtel Money wallet.
Airtel Money MasterCard enables you to pay all online merchants around the world that accept MasterCard payments such as Netflix, Amazon, Alibaba, Uber etc.

How to create Airtel Money MasterCard?

Dial Airtel Money USSD: *150*60#
Select #4. MasterCard
Select #1. Get a Card
Enter Airtel Money PIN to confirm Airtel Money MasterCard virtual card creation
Customer receives SMS notification with a link for your Airtel Money MasterCard details...PAN, CVV and expiry date
OR USE AIRTEL MONEY APP
Important things to note:
1. You don't need to refund your card; it is directly linked to your Airtel Money.
2. You will be charged when you make online purchases.

Airtel Money Agent (Wakala)

Airtel Money agent/wakala is the person who is connected to do business with Airtel Money Limited to service Airtel Money customers

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AIRTEL MONEY SERVICES

To become an Airtel Money wakala/agent you need:

- National ID
- Business license
- TIN number (business)

Note: All documents should contain the same owner name and legal certified.

Submit the documents to either of the below places:

1. Airtel Money Territory Sales Manager /Zonal Business Manager
2. A nearby Airtel Shop
3. Airtel Money Branches

Upon damage or loss of Airtel Money wakala/agent SIM Card to get the new one below are mandatories:

1. The owner must visit Airtel Money Shop with his/her registered KYC documents (Business license, TIN number and National ID)
2. Police loss report
3. If damaged, provide the damaged SIM Card

Note:

1. Airtel Money Till is being given for FREE. Do not accept buying Till from someone else.
2. Upon misplacement of above mentioned document for Till request Airtel will not be liable with anything.
3. Legal measures will be taken upon someone who is using Airtel Money Till that hold some else's details it is prohibited.
4. If you want to renew the damaged or lost Airtel Money Till which hold the details that doesn't belong to you, you must contact the owner to process the renewal as he/she is the only one with the mandate to send the request.

Did you know?

Your Airtel Money PIN is your secret. Do not share or donate to anyone even if you is an Airtel Money agent

For Customers: When you recover your lost or stolen Airtel Money number your Airtel Money account is locked for security of your account and your money and opened after 24 hours.

Airtel Money App gives you control in your hands

- It is improved to give you efficiency and simplicity when using Airtel Money
- It enables you to pay all your bills
- It enables you to pay for your goods and different services at merchant stores easily.
- It saves your time.



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POST PAID CUSTOMERS

Are customers who join Airtel Tanzania family and access all services by signing an Enterprise contract. For further information please send your queries to airtel.business@airtel.co.tz, visit www.airtel.co.tz. Or visit any nearby Airtel Shop.

Companies: Companies can join Airtel Tanzania for its employees to enjoy Enterprise packages and benefits . Every Enterprise customer will have a dedicated key account manager to assist with any inquiries.

Post Paid Service:

An Enterprise customer can access Enterprise packages and benefits and get assistance via our website, USSD, My Airtel App, Airtel shop and through our social media channels.

1. Balance request: Dial *102#
2. You want to know your SIM card number and registration status dial *106#
3. In-case you have lost your SIM card;

- For Enterprise customer please contact your company's SPOC
- For Individual post paid customer please contact your Key Account Manager or send your request to esupport business.support@airtel.co.tz



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CUSTOMER CARE

Any organization can give customer service. At Airtel, we like to believe we give the experience, over and above the service.
Not just any experience, but a quality experience. We want you to stay with Airtel for the long term, that's why we are dedicated to look after you.

Free 24-hour Call Centre:

Call our 24-hour Call Centre any time - for free. We'll resolve your queries and we'll help you to make the most of Airtel services.

Whether a Prepaid, Postpaid or Corporate customer, you can dial 100 from your mobile phone for Swahili speakers and 101 for the English language.

Please Note: Airtel customer care will only call you through +255100 and will NOT ask for your Airtel Money PIN. Please ignore calls from other numbers. Stay Alert!

Email us:

If you have any questions at all about your phone, your tariff plan, or how to use our services you can also email us on helpdesk@airtel.co.tz

Self Service:

We are committed to giving our customers self-services where they can get to solves any queries or information without directly contacting our customer service agent.



Did you know you can access any of our products or services by dialing *100#? Try it today to enjoy easy self-service options on the menu.

A) CUSTOMER SERVICE DYNAMIC IVR (100-SWAHILI, 101 FOR ENGLISH)

Dynamic IVR is an interactive voice recorder consisting of self-service functions that enable and empowers customers to request services, find information, purchase products, resolve issues, and giving agent interaction whenever necessary.

- Our IVR menu contains all the top issues reported by the customers.
- Call 100 for Swahili or 101 for English then listen to the instruction very carefully and select the number of services you want.

What will you get when using IVR100/101?

Easy to access our service and resolve any issue at any time 24/7hrs (online resolution) below services can be access without speaking to an agent.

- The self-reversal in for a wrong Airtel money transaction
- Self Airtel money PIN reset
- Luku token retrieval
- PUK retrieval
- Report stolen Sim card
- Bundle subscription and other products information
- Speak to a customer care agent to report any other query

Dear valued customers, please listen to the information played in the menu carefully so we can be able to identify and resolve your issues.

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CUSTOMER CARE

a. Airtel self-care menu (*148*60#, *100#,*101#)

The self-care menu is to help the customers to more self-services and access all our services in one menu. The services available are as follow:

1.My Account
2.Airtel Money
3.Voice and data Bundles
4. Get News
5. Help

b. Airtel Money self-reversal

To reverse wrongly sent Airtel Money transaction:
Dial *150*60# select My Account, select My Transaction Reversals then select either of the below:

- Initiate Reversal (sent money to the wrong recipient)
- Approve Pending Reversal (received money wrongly)

c. Wakala/Agent self-reversal

To reverse wrongly sent Airtel Money transaction:
Dial *150*60# select My Account, Cash-in Reversal then selects either of the 5 transactions which will be populated or enter the transaction you want to reverse.

d. Airtel Money PIN reset VIA security Question.

To set your Airtel Money security Question: Dial *150*60# then select “my account” then “my PIN” then select “change security Question”
The customer will be prompted to choose any of the below questions and provide the answers.
1.Mother’s maiden name
2.Primary school name
3.Childhood friend
4.Town of birth
5.Alternative number

To reset the Airtel Money PIN: Dial *150*60# then select “my account” then “my PIN”, then select “Forgot PIN”. The customer will be required to provide the answer to the security question set

You can also visit any of our Airtel shops country-wide. For details on the shop locations and working hours



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CUSTOMER CARE

You can also visit any of our Airtel shops country-wide. For details on the shop locations and working hours

DAR ES SALAAM
Airtel HQ Morocco
8:30 - 5PM MON - FRI
9AM - 1PM SAT
CLOSED SUNDAYS
CLOSED HOLIDAYS

DAR ES SALAAM
Mbagala Big Born
8:30 - 5PM MON - FRI
9AM - 1PM SAT
CLOSED SUNDAYS
CLOSED HOLIDAYS

DAR ES SALAAM
J Mall Samora Avenue
8:30 - 5PM MON - FRI
9AM - 1PM SAT
CLOSED SUNDAYS
CLOSED HOLIDAYS

DAR ES SALAAM
Kariakoo Opps: Big Born Msimbazi
8:30 - 5PM MON - FRI
9AM - 1PM SAT
CLOSED SUNDAYS
CLOSED HOLIDAYS

DAR ES SALAAM
Mlimani City
8:30 - 6PM MON - FRI
9AM - 6PM SAT
9AM - 6PM SUNDAYS
9AM - 6PM HOLIDAYS

ARUSHA
Maeda Road Clock Tower
8:30 - 5PM MON - FRI
9AM - 5PM SAT
9AM - 1PM SUNDAYS
CLOSED HOLIDAYS

BABATI
Maisaki Street
8:30 - 5PM MON - FRI
9AM - 5PM SAT
9AM - 5PM SUNDAYS
CLOSED HOLIDAYS

BUKOBA
Kawawa St / Uganda Rd.
8:30 - 5PM MON - FRI
9AM - 5PM SAT
9AM - 5PM SUNDAYS
CLOSED HOLIDAYS

CHALINZE
Chalinze
8:30 - 5PM MON - FRI
9AM - 5PM SAT
9AM - 5PM SUNDAYS
CLOSED HOLIDAYS

DODOMA
Nyerere/Khatibu Street
8:30 - 5PM MON - FRI
9AM - 5PM SAT
9AM - 5PM SUNDAYS
CLOSED HOLIDAYS

GEITA
Geita
8:30 - 5PM MON - FRI
9AM - 5PM SAT
9AM - 1PM SUNDAYS
CLOSED HOLIDAYS

IRINGA
Miyomboni Street
8:30 - 5PM MON - FRI
9AM - 5PM SAT
9AM - 5PM SUNDAYS
CLOSED HOLIDAYS

KAHAMA
Kahama
8:30 - 5PM MON - FRI
9AM - 5PM SAT
9AM - 5PM SUNDAYS
CLOSED HOLIDAYS

KIGOMA
Lumumba Road
8:30 - 5PM MON - FRI
9AM - 5PM SAT
9AM - 5PM SUNDAYS
CLOSED HOLIDAYS

LINDI
Jamuhuri Street
8:30 - 5PM MON - FRI
9AM - 5PM SAT
9AM - 5PM SUNDAYS
CLOSED HOLIDAYS

MBEYA
Acacia Street
8:30 - 5PM MON - FRI
9AM - 5PM SAT
9AM - 1PM SUNDAYS
CLOSED HOLIDAYS

MOROGORO
Shamba Street / Masika Round
8:30 - 5PM MON - FRI
9AM - 5PM SAT
9AM - 5PM SUNDAYS
9PM TO 1PM HOLIDAYS

MOSHI
Mawenzi Road Near NMB
8:30 - 5PM MON - FRI
9AM - 5PM SAT
9AM - 5PM SUNDAYS
CLOSED HOLIDAYS

MPANDA
Mpanda Town Two Ways
8:30 - 5PM MON - FRI
9AM - 5PM SAT
9AM - 5PM SUNDAYS
CLOSED HOLIDAYS

MUSOMA
Mkendo Street
8:30 - 5PM MON - FRI
9AM - 5PM SAT
9AM - 5PM SUNDAYS
CLOSED HOLIDAYS

MWANZA
Kenyatta Road
8:30 - 5PM MON - FRI
9AM - 5PM SAT
9AM - 1PM SUNDAYS
9PM TO 1PM HOLIDAYS

NJOMBE
Songea Road
8:30 - 5PM MON - FRI
9AM - 5PM SAT
9AM - 5PM SUNDAYS
CLOSED HOLIDAYS

RUKWA
Mazwi Street
8:30 - 5PM MON - FRI
9AM - 5PM SAT
9AM - 5PM SUNDAYS
CLOSED HOLIDAYS

RUVUMA
Mbinga Road
8:30 - 5PM MON - FRI
9AM - 5PM SAT
9AM - 5PM SUNDAYS
CLOSED HOLIDAYS

SHINYANGA
Uhuru Road/Soko kuu
8:30 - 5PM MON - FRI
9AM - 5PM SAT
9AM - 5PM SUNDAYS
CLOSED HOLIDAYS

SIMIYU
Sokoni street/Soko Kuu
8:30 - 5PM MON - FRI
9AM - 5PM SAT
9AM - 1PM SUNDAYS
CLOSED HOLIDAYS

SINGIDA
Singida
8:30 - 5PM MON - FRI
9AM - 5PM SAT
9AM - 5PM SUNDAYS
CLOSED HOLIDAYS

TABORA
Sikonge Road
8:30 - 5PM MON - FRI
9AM - 5PM SAT
9AM - 5PM SUNDAYS
CLOSED HOLIDAYS

TANGA
Independence street
8:30 - 5PM MON - FRI
9AM - 5PM SAT
9AM - 5PM SUNDAYS
CLOSED HOLIDAYS

VWAWA
Vwawa
8:30 - 5PM MON - FRI
9AM - 5PM SAT
9AM - 5PM SUNDAYS
CLOSED HOLIDAYS

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CUSTOMER CARE

SIMIYU
Sokoni street/Soko Kuu

8:30 - 5PM
MON - FRI
9AM - 5PM
SAT
9AM - 1PM
SUNDAYS
CLOSED
HOLIDAYS

SINGIDA
Singida

8:30 - 5PM
MON - FRI
9AM - 5PM
SAT
9AM - 5PM
SUNDAYS
CLOSED
HOLIDAYS

TABORA
Sikonge Road

8:30 - 5PM
MON - FRI
9AM - 5PM
SAT
9AM - 5PM
SUNDAYS
CLOSED
HOLIDAYS

TANGA
Independence street

8:30 - 5PM
MON - FRI
9AM - 5PM
SAT
9AM - 5PM
SUNDAYS
CLOSED
HOLIDAYS

VWAWA
Vwawa

8:30 - 5PM
MON - FRI
9AM - 5PM
SAT
9AM - 5PM
SUNDAYS
CLOSED
HOLIDAYS

ZANZIBAR
Mlandege Street

8:30 - 5PM
MON - FRI
9AM - 5PM
SAT
9AM - 5PM
SUNDAYS
CLOSED
HOLIDAYS

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KASI JUU
YA KASI

Furahia spidi
ya Supa 4G



SUPA 4G

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IMPORTANT NUMBERS FOR CUSTOMERS

CUSTOMER SHOULD BE AWARE OF THE FOLLOWING IMPORTANT NUMBER:

100
Call Centre Number Dear Customer If You Have Any Problems With Our Airtel Services Call Our Call Centre Number 100 For Free. Our Call Center Attendants Will Be Happy To Assist You 24 Hours

2551000
Direct call ID from Airtel to customers Airtel will reach a customers direct with caller ID (255100 only). Customers will not be able to send short message (SMS) or call this number.

15040
Report Fraud via SMS Dear Customer you can report any SMS related to fraud through number 15040 via a short message (SMS).

0800008272
Report Regulator (TCRA) Dear customers should you require to contact the regulator (TCRA) call number 0800008272 for FREE and report or register your complain.

15040 REPORT FRAUD VIA SMS

Dear Customer, you can report any SMS related to fraud through number 15040 via a short message (SMS).

1. Copy the message received from the fraudster
2. Open the messaging APP and paste the message received
3. Send it to the number 15040
4. Wait for few seconds, the popup message will be displayed requesting you to enter the number of the fraudster. The records will be capture for action.

Guide On Handset Issue Related To Airtime Usage

Did you know you can prevent your airtime from being used after the data bundle depletions? Or expired. At Airtel, your airtime is safe even if the data bundle is expired or depleted.

Airtel gives an option to subscribers of bundled services to choose and accept to be charged out-of-bundle tariff once units in subscribed bundles are exhausted. The Opt-out mechanism shall be the default, until the subscriber opted-in to use Out of bundle tariff;

To opt-out, kindly dial *149*99# then select 10 (balance/usage outside bundle) then select option 2 (usage out of bundle)

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TERMS & CONDITIONS

These terms and conditions are issued by AIRTEL Tanzania Limited and shall apply to all AIRTEL Subscribers and or Customers of Services provided by AIRTEL which includes but is not limited to Services of voice, data, internet, value added services and mobile money services (Airtel Money).

Definitions

Account: Means AIRTEL's records of personal details, outstanding charges payable by and payments received from CUSTOMER.

Account Holder: Means the CUSTOMER.

Active: means in relation to a SIM Card that services for which it is enabled are conducted through it on a regular basis.

Activation Date: Means the date on which the CUSTOMER successfully subscribes for the Services provided by AIRTEL through Client's SIM Card.

Charges: Means connection charges, monthly access charges call charges and all other charges payable for the provision of network services, SIM Cards and any other services howsoever described by AIRTEL to the CUSTOMER as detailed in the Schedule of charges published by AIRTEL from time to time.

Contract: means the terms and conditions contained herein and any variation witnessed in writing.

Customer: Means a person or entity who successfully subscribes for AIRTEL's services (herein defined) and executes a contract with AIRTEL accordingly. The term "CUSTOMER" shall include the said subscriber's personal representatives, successors in title and assigns as well as persons acting with the Customer's authority such as agents, servants or employees of the CUSTOMER.

Connection: Means the process through which a CUSTOMER is given access to the AIRTEL services through AIRTEL's network. The terms "Connected", "Disconnected" and "Re connection" will have corresponding meanings.

Content: Means audio, text, visual or other information software and materials availed by means of the network including all information supplied by content providers from time to time.

Covered Area: Means the Geographical area covered by the network and within which the CUSTOMER can access the Service or Network as advised by AIRTEL from time to time.

AIRTEL: Means AIRTEL TANZANIA LIMITED having its registered office at Derm Complex, Plot No. 11 Block 45A, New Bagamoyo Road, Kijitonyama Area, Dar- es- Salaam.

Mobile Phone: Means a device that can make and receive telephone calls over a radio link whilst moving round a wide geographic area.

Network: Means AIRTEL equipment software and facilities that enable the CUSTOMER using a mobile phone compatible with GSM 900,1800 and 2100 or any other spectrum in use by AIRTEL {provided that it is not SIM locked by another operator} to have access to the Services.

PIN: Means a Personal Identification Number allotted to every SIM card to control access to the network and the term "PIN Code" shall have a corresponding meaning.

Point of Sale: Means any shop or place where the CUSTOMER can make an offer for any of the Services.

Price list: Means a list of charges for tariffs for Services as levied by AIRTEL, which Price List may be updated by AIRTEL from time to time and may include, related explanations definitions notes and conditions.

Rights: Means copyright trademark and other relevant proprietary and intellectual property rights relating to the content or contained in any software that is required and/or utilized by AIRTEL to operate the Network and to provide the Services.

Roaming/ International Calling Facility: Means an optional facility that may be availed by AIRTEL or through AIRTEL's assistance upon request by a CUSTOMER and at such additional costs as may be advised as AIRTEL, which facility allows the CUSTOMER while in a foreign country to use the network(s) and related services of other network service providers in such foreign countries subject to these Terms and Conditions as well as further terms as may be advised by the other network service providers.

Services: Means the mobile telecommunication services availed by AIRTEL or partner in case of roaming subject to these Terms and Conditions (as modified from time to time) which Services enables the CUSTOMER to make or receive calls and/or send and receive data, send and receive short text messaging,

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access information, send and receive money, make payments and access other facilities on AIRTEL Money supplied by AIRTEL or any other content providers by means of the network and the term "Service" includes all such value added services, package deals and other optional services as may be availed by AIRTEL.

SIM CARD(s): Means the Subscriber Identity Module(s) provided to the CUSTOMER by AIRTEL to enable the CUSTOMER to access and to use the network and related Services.

COMMENCEMENT AND TERM

These terms and conditions shall apply to the CUSTOMER immediately upon subscription of the Services and shall continue during the dependency of the license granted to the company and any renewal thereof unless terminated by either party according to the terms and conditions herein.

Provided that the Customer may within ten (10) days of subscription of the Services, and without assigning any reasons, immediately terminate the use of the Services without consequences.

PROVISION AND USE OF THE SERVICES

3.1 Subject to the provisions of the Contract the CUSTOMER is only entitled to the Services or such part thereof as are to be availed by AIRTEL at the time the CUSTOMER signs this Contract. The CUSTOMER will be informed by AIRTEL through the AIRTEL website, short text messages, the press or points of sale of various other components relating to review of the Services provided as and when they are availed by AIRTEL.

3.2 The Terms and Conditions of this Contract may be varied at any time subject to AIRTEL issuing a fourteen (14) days public notice of the intended changes and obtaining approval from respective government organs as may be required by law.

3.3 Subject to the provisions of this Contract AIRTEL will provide the CUSTOMER with a SIM Card and take all reasonable steps to make the Service

CUSTOMER on such terms and date as shall be agreed.

3.4 The CUSTOMER shall not be entitled or have a right to any specific mobile phone number(s) and AIRTEL reserves the right with justifiable reasons to offer, withdraw and change such mobile phone number(s) as may be allocated upon giving adequate notice to the CUSTOMER.

3.5 The international calling facility and or roaming shall be made available to the CUSTOMER upon request made to AIRTEL (in writing or any other prescribed mode) by the CUSTOMER and shall be subject to such further or additional terms and conditions as AIRTEL may impose before availing any of the said facilities.

3.6 The service is not fault free and the quality and availability of the service may be affected by factors outside the control of AIRTEL including but not limited to local geographic and physical obstruction atmospheric conditions and other causes of radio interference as well as faults in other telecommunication networks to which the network is connected or dependent. The network and the service may also from time to time require upgrading, modification, maintenance or other works that may also result in the service or any part thereof becoming temporarily unavailable.

3.7 On activation, the CUSTOMER will be entitled to the quality of service generally provided by a competent mobile telecommunications service provider exercising reasonable skill and care and pursuant to the applicable requirements under the license to AIRTEL.

3.8 AIRTEL may suspend services or any part thereof without giving the CUSTOMER notice if AIRTEL has good reason to believe that the CUSTOMER has not complied with one or more of the terms contained herein.

3.9 AIRTEL may vary the content or the technical specification of the Services from time to time and shall immediately advise the CUSTOMER of such changes.

3.10 The CUSTOMER is solely responsible for evaluating the accuracy and completeness of the content and the value and integrity thereof and accordingly AIRTEL will not be a party to or in any way responsible for any transaction concerning the content or defects therein.

3.11 AIRTEL shall only activate the CUSTOMER upon receipt of a completed application form and supporting documents as may be stated in the application form. The CUSTOMER shall inform AIRTEL in writing of any

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change in the information provided in the application form or other document.

3.12 The CUSTOMER shall fill the customer registration forms and ensure the same are submitted to AIRTEL within such reasonable period. The CUSTOMER shall ensure that the information provided in the customer registration forms is comprehensive and accurate.

3.12 Airtel shall only activate the CUSTOMER once the customer is fully biometrically registered.

All customer need is to visit any Airtel shop or Registration agents with your National identification or National ID number or Passport for foreigners.

Below is the easy procedure to be biometrically registered per category: -

A. SIM Card Registrations for individual

- Visit Airtel shop or registration agents with your National ID number for Tanzania citizen including foreigner more than (6) months stay and foreigner less than (6) months stay shall be required to present valid passport.
- SIM registration agent will capture your National Identification Number or passport and scan your finger print
- You will receive notification when number is updated with biometric registration
- Note: National Identification/ National Identification number and passport for foreigners are the only approved ID to be used on SIM card registrations for individuals

B. SIM Card Registrations under Company

- A company shall present valid certified copy of TIN Certificate, Business License & Certificate of Incorporation/Compliance or certificate of registration.
- The company representative shall present his/her NIDA ID and finger print verification
- The Company shall present the introduction letter approving the representative and the usage of the SIM card.
- The SIM card shall bear the name of the company
- Company shall notify Airtel for any changes of the representation

C. SIM Card Registrations under Institution

- The institution representative shall be required to present introduction letter of the respective institution;
- The institution representative shall be required to present his/her NIDA identity number and finger print for biometric verification
- The registered SIM Card shall bear the name of institution

D. SIM Card Registration for Visitors

"Visitor" means a non-citizen who is not a diplomat and intends to stay in the United Republic of Tanzania for a period of not more than six (6) months

- Visitor shall be required to present certified copies of valid passports with valid visa.
- Finger print of the visitor will be taken for verification.
- Registered SIM Card shall bear the name of the visitor.

E. SIM Card Registrations for Foreigner

"Foreigner" means a non-citizen who is not a diplomat staying in the country for a period of more than six (6) months;

- Foreigners shall be required to present NIDA identity.
- Finger print of the foreigner will be taken to verification.
- Registered SIM Card shall bear the name of the foreigner.

F. SIM Card Registrations for Diplomat

- The diplomat shall be required to present his certified copies of valid passport and valid diplomatic identity issued by ministry of foreign affairs & EAC corporation for SIM Card registration;
- No fingerprint shall be taken during SIM Card registration;
- Registered SIM Card shall bear the name of the Diplomat

G. SIM Card Registrations for Diplomat Institution

- Diplomatic Institution shall present the introduction letter from the Institution and original letter from

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ministry of foreign affairs & EAC corporation.

- Also shall present copies of certified valid passport and valid diplomatic ID of the representative issued by ministry of foreign affairs & EAC corporation for batch of SIM cards to be registered.
- Registered SIM Card shall bear the name of the Diplomatic Institution
- Service provider shall keep details of diplomatic institution and the representative

H. SIM Card Registrations for refugee

- Refugees shall be required to present NIDA identity;
- Service provider shall conduct fingerprint verification of a refugee with NIDA for biometric SIM Card registration;
- The service provider shall keep details of the refugee; and registered SIM Card shall bear the name of the refugee

I. SIM Card Registration for Minor (below 18 Years)

- Simcard used by minor shall be registered under minor biometric simcard registration category
- Guardian/Parent of minor shall present minor certified copy of birth certificate/Adoption document/ Valid passport with valid visa for foreigner
- SIM registration agent will capture minor portrait photo and nationality
- Guardian/Parent shall be required to present National Identification Number/ for foreigner valid passport, valid visa and finger print for verification
- Registered SIM Card shall bear the name of the minor
- The service provider shall keep details of the minor and the parent/guardian

J. SIM Card Registration for Company Employees

- Simcard used by company employees shall be registered under company biometric registration category
- A company shall present valid certified copy of TIN Certificate, Business License & Certificate of Incorporation/Compliance or certificate of registration.
- Each employee who is entitled to use the simcard is required to share National Identification number and finger print for verification
- The Company shall present the introduction letter approving the employees under company employees' registration
- The SIM card shall bear the name of the employees
- Company shall notify Airtel for any changes of the representation
- The service provider shall keep details of the company and the employee

K. SIM Card Registration for M2M

- A company shall present valid certified copy of TIN Certificate, Business License & Certificate of Incorporation/Compliance or certificate of registration.
- The company representative shall present his/her NIDA ID and finger print verification
- The Company shall present the introduction letter approving the representative and the usage of the SIM card.
- The SIM card shall bear the name of the company
- Where M2M is owned by individual, sim card shall be registered under individual category using individual national identification and finger print verification & the service provider shall keep details of the individual
- Company shall notify Airtel for any changes of the representation

To make sure you are using number that have been biometric check by dialing *106#.

3.13 The rights relating to the software in the SIM Card are the property of AIRTEL. The SIM Card is supplied to the CUSTOMER under license by AIRTEL for the proper use with the Services only. The CUSTOMER may not copy, change or re-engineer the software in any manner whatsoever. AIRTEL reserves the right at any time to substitute or replace the SIM Card at no cost to the CUSTOMER. AIRTEL shall take such reasonable measures to ensure that no data is lost during the transfer process.

3.14 In the event of loss, theft or damage of the SIM Card, AIRTEL shall at the CUSTOMER'S request and

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after verifying the CUSTOMER'S identity, replace the SIM Card (within such reasonable period as will be communicated to the CUSTOMER). AIRTEL may require the CUSTOMER to pay such fees as it may determine where the lost or stolen or damaged SIM Card is replaced.

3.15 The SIM Card shall be automatically blocked if the wrong PIN Code is entered multiple times as may be determined by AIRTEL. If the CUSTOMER is for any reason unable to access the AIRTEL network because the SIM Card has been deactivated for this reason, AIRTEL may at the request of the CUSTOMER and after carrying out such investigations as it deems fit reactivate the SIM Card. The SIM Card can be unblocked by calling the AIRTEL call centre or Show Rooms and AIRTEL shall be entitled to charge the CUSTOMER such fee as it shall deem fair for unblocking the SIM Card.

3.16 AIRTEL shall not be liable to the CUSTOMER or any parties dealing with the CUSTOMER for any indirect or consequential loss or damage to them including without limitation any loss or damage arising from business interruption arising from the use of the Service, the Network or howsoever caused.

3.17 The rights to all software used in providing the Services shall remain the property of the respective content providers, software suppliers or AIRTEL as the case may be.

3.18 The CUSTOMER may in the event of any complaint or dispute with AIRTEL with regard to the Service or Network contact the CUSTOMER care department through designated numbers for the time being being 100 and 101 or visit any of the AIRTEL show rooms.

3.19 Whilst every effort has been made by AIRTEL, its affiliated companies, employees, suppliers, agents and or vendors to ensure Services is provided appropriately, AIRTEL, its affiliated companies, employees, suppliers, agents and or vendors do not guarantee the availability of Services at all times or that Services will be uninterrupted or error free or accurate or secure or complete or meet your requirement. AIRTEL makes no representations or warranties, whether express or implied, and assumes no liability or responsibility for the performance of the Services over and above its license obligations.

4.THE CUSTOMER'S OBLIGATIONS

The CUSTOMER agrees and covenants:

4.1 Not to assign or transfer the service, SIM card or personalized telephone number to any person without the prior written consent of AIRTEL.

4.2 That the CUSTOMER acknowledges that the SIM card and the rights therein shall at all times remain the inalienable and non-transferable property of AIRTEL.

4.3 That the CUSTOMER shall at all times be responsible and accountable to AIRTEL for the proper use and preservation of the SIM card and the PIN code. In the event the CUSTOMER continuously neglects to use the SIM card or the number provided for a period of 90 days AIRTEL may suspend the number and re-allocate the number for use by any other CUSTOMER.

4.4 That the CUSTOMER shall at all times remain responsible for confidentiality of any information or data received or transmitted by the CUSTOMER using the Network and the CUSTOMER agrees to notify AIRTEL immediately of any or any suspected unauthorized use of other SIM card or the Services. Unless caused by technical failure, the CUSTOMER acknowledges that AIRTEL shall not be liable for any loss the CUSTOMER may incur as a result of the unauthorized use of the Service or SIM Card without the CUSTOMER's knowledge.

4.5 That in the event of loss or theft of the SIM card whether or not the SIM card was inserted in a handset at the time of such loss or theft the CUSTOMER shall notify AIRTEL using the designated telephone number or visit the AIRTEL outlets requesting that the subscription be suspended or deactivated and shall immediately thereafter confirm the report of loss or theft in writing to AIRTEL accompanied by an original police abstract to verify the loss or theft.

4.6 That the CUSTOMER shall, until such time AIRTEL is notified as per clause 4.5 above, be fully liable and shall pay AIRTEL for all calls made using the SIM card whether or not the SIM card has been stolen or lost and the CUSTOMER hereby undertakes to indemnify AIRTEL in full and hold it blameless for any liability fees costs charges or expenses it may suffer or incur by reason of any fraudulent use of the SIM Card or by reason of the SIM Card being stolen or lost.

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4.7 The CUSTOMER shall in the event of loss or theft of the SIM card as aforesaid remain responsible and accountable to AIRTEL for use of the SIM Card up to the time AIRTEL is notified in accordance with clause 4.5 above.

4.8 To indemnify AIRTEL in full for all the charges that AIRTEL may incur or suffer by reason of re-activating the SIM card arising as a result of any fraudulent claim.

4.9 The CUSTOMER confirms and warrants that the CUSTOMER has capacity to enter into this contract and to perform the CUSTOMER's obligations as herein set out.

4.10 The CUSTOMER further warrants and confirms that information and particulars of the CUSTOMER given to AIRTEL are true and the CUSTOMER shall notify AIRTEL immediately in writing of any changes and the CUSTOMER undertakes to provide AIRTEL with information or documents required by AIRTEL from time to time.

4.11 The CUSTOMER confirms that the CUSTOMER's liability under the contract shall be joint and several in cases where the CUSTOMER is more than one person.

4.12 The CUSTOMER confirms that he/she shall not use the Services for any criminal or immoral purposes and shall be solely responsible for any consequences arising from such criminal or immoral use of the Services or the Network.

4.13 unless occasioned negligently, The CUSTOMER indemnifies and holds AIRTEL harmless against all and any loss, liability, actions, suites, proceedings, costs, demands and damages of all and every kind, (including direct, indirect, special or consequential damages), arising out of or in connection with the failure or delay in the performance of Services offered or the use of Services.

4.14 For Services that requires password such as Airtel Money, the CUSTOMER undertakes to keep all passwords secure and warrant that no other person shall use Services utilizing the CUSTOMER'S password, and the CUSTOMER further acknowledges responsibility for ensuring that no unauthorized access to Services is obtained using the CUSTOMER'S password, and that the CUSTOMER shall be liable for all such activities conducted pursuant to such use, whether authorized or not.

4.15 The CUSTOMER undertakes to immediately notify AIRTEL in case of defective SIM Card or Services.

AIRTEL'S OBLIGATIONS

5.1 AIRTEL undertakes subject to these Terms and Conditions to provide the Services to the CUSTOMER.

5.2 AIRTEL shall make available to the CUSTOMER from time to time a coverage map indicating the Covered Area.

5.3 AIRTEL shall from time to time publish charges and tariffs applicable to the Services.

5.4 AIRTEL shall keep the CUSTOMER information and communications confidential subject to exceptions provided herein or as may be provided in any statutory law.

CHARGES

6.1 All charges and tariffs on the Services are subject to applicable taxes.

6.2 Subject to publishing a prior written notice, AIRTEL reserves the right to vary the charges and tariffs for the Services.

6.3 Where applicable, the charges shall be subject to foreign currency fluctuations.

SUSPENSION OF SERVICES

7.1 AIRTEL may at any time suspend the Services, in whole or in part and without liability under the following circumstances;

7.1.1 should AIRTEL be unable to provide the services, in whole or in part, whether due to force majeure or otherwise through no fault of its own; or

7.1.2 should a license or an agreement in terms of which AIRTEL derives its rights and ability to provide the Services, be suspended, cancelled or terminated; or

7.1.3 should such suspension of the service be necessary in order to facilitate any repairs, modification, maintenance, improvement or remedial works in respect of the system; or

7.1.4 should the CUSTOMER fail to comply with these terms and conditions; or

7.1.5 should the CUSTOMER use equipment that infringes or is alleged to infringe on the intellectual property rights of AIRTEL or any third party.

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THE **SMARTPHONE** NETWORK

TERMS & CONDITIONS

7.2 Should the services be suspended by reason of default of the CUSTOMER, the CUSTOMER shall be liable to AIRTEL for its then applicable connection charges, payable on cessation of the suspension.

PRIVACY STATEMENT

8.1 AIRTEL and all its associated companies are committed to respecting the privacy of the CUSTOMERS personal data. To demonstrate AIRTEL's commitment, AIRTEL has created this Privacy Statement in order to communicate its intent to provide effective processes for the appropriate handling of private information and to comply with applicable legislation that governs the authentication, protection and disclosure of personal information.

8.2 AIRTEL has implemented technology, policies and processes aimed at protecting the confidentiality, integrity and availability of the CUSTOMER'S personal information. AIRTEL shall update and refine these measures on an ongoing basis. AIRTEL assumes no responsibility or liability of any nature whatsoever for the interception or loss of personal information beyond AIRTEL's control.

8.3 AIRTEL does not distribute any of the CUSTOMER'S personal information to third parties unless it's requested by the CUSTOMER or it's legally required to do so by a statute. For avoidance of doubt and clarity, AIRTEL may be obliged to disclose personal information to meet any legal or regulatory requirements of applicable laws.

8.4 AIRTEL reserves the right to amend or modify this Privacy statement at any time in response to new privacy legislation.

8.5 Monitoring or recording of the CUSTOMER communications such as calls or SMS's may take place as required by law or for business purposes to the extent permitted by law.

GOVERNING LAW

These terms and conditions shall in all aspects be governed by the laws of Tanzania.

MISCELLANEOUS

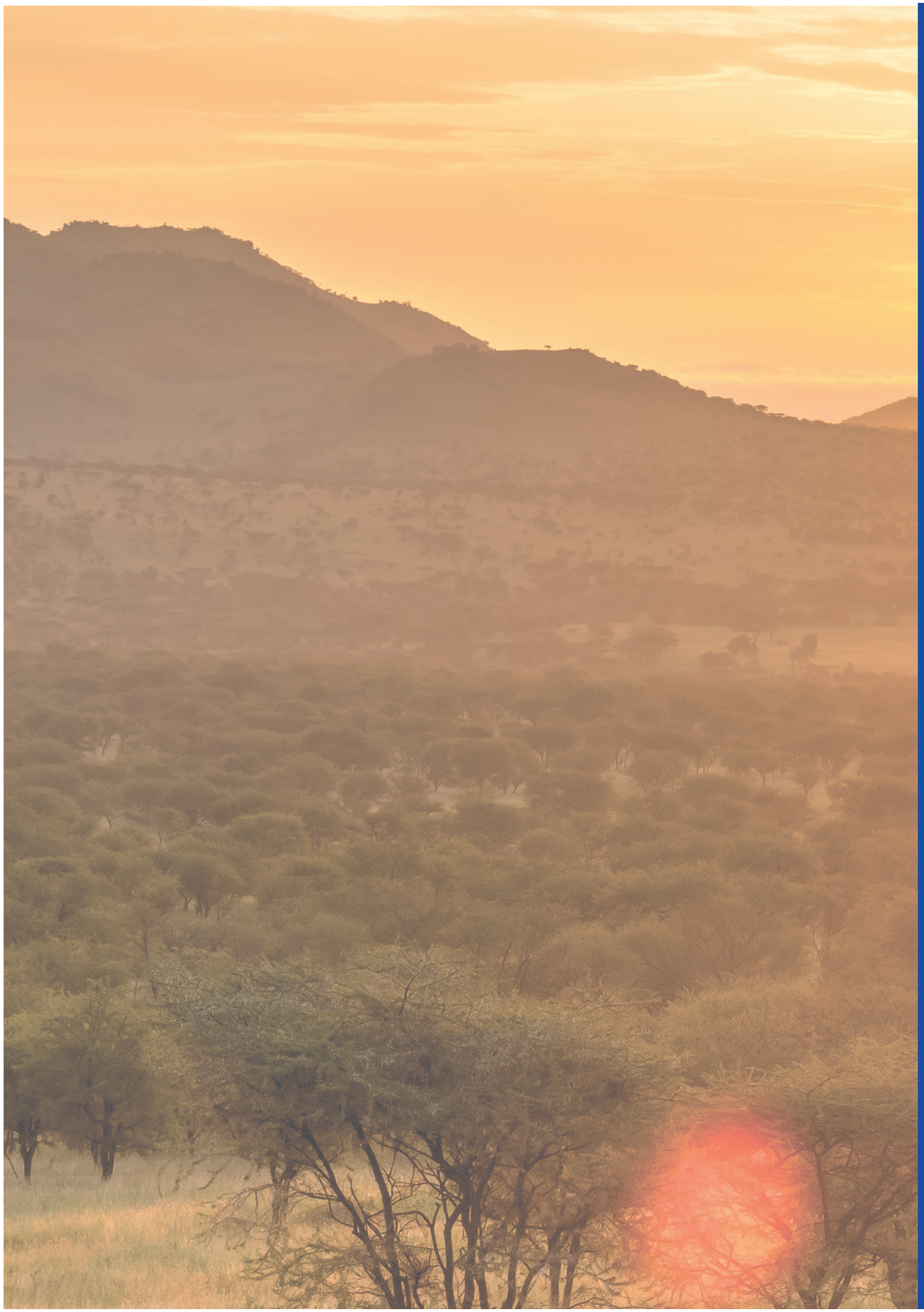
10.1 These terms and conditions are severable, in that if any provision is determined to be illegal or unenforceable by any court of competent jurisdiction, then such provision shall be deemed to have been deleted without affecting the remaining provisions of the terms and conditions.

10.2 Failure by AIRTEL to exercise any particular rights or provision of these terms and conditions shall not constitute a waiver of such right or provision, unless acknowledged and agreed to by AIRTEL in writing.

10.3 Where AIRTEL fails to provide the Services for a continuous period of twelve (12) hours for reasons beyond its control, it shall notify the CUSTOMER of the failure, causes of failure and estimated time for resumption of the Services. The notification may be done through television, radio, newspaper and any other reasonable means.

10.4 These terms and conditions constitute the sole agreement between the CUSTOMER and AIRTEL. Where a specific agreement has been signed between the CUSTOMER and AIRTEL which contain similar terms and conditions the provisions of such specific terms and conditions shall take precedent in the event of conflict or inconsistency.

10.5 In case of any conflict between these general terms and conditions and those governing particular Airtel products, terms and conditions applicable for particular Airtel products should apply.



JAMHURI YA MUUNGANO WA TANZANIA
WIZARA YA MAWASILIANO NA TEKNOLOJIA YA HABARI
MAMLAKA YA MAWASILIANO TANZANIA
ISO: 9001: 2015 CERTIFIED

Mamlaka ya Mawasiliano Tanzania (TCRA) inapenda kuwakumbusha watumiaji wote wa huduma na bidhaa za mawasiliano,

Unapokuwa na changamoto yoyote ya huduma ya mawasiliano, tafadhali piga namba **100** ambayo ni ya **BURE** kuwasilisha malalamiko kwa mtoa huduma wako au tembelea duka la mtoa huduma lililopo karibu na wewe.

Endapo malalamiko yako hayatashughulikiwa au kusuluhishwa, wasilisha malalamiko hayo kwa Mamlaka ya Mawasiliano Tanzania (TCRA) kupitia namba **0800008272** ambayo ni ya **BURE.** Au kupitia baruapepe:**malalamiko@tcra.go.tz**

TUTUMIE MAWASILIANO KUJILETEA MAENDELEO

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tcra_tanzania

Mamlaka ya Mawasiliano Tanzania

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THE **SMARTPHONE** NETWORK

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