

CUSTOMER GUIDE

2022: Edition 3



Together we can





Table of Contents

Introduction	4
Subscribing to the Network	5
Type of subscribers at Vodacom Tanzania PLC	6
All about my SIM Card	6
A. Registration	6
B. SIM Verification or de-registration and declaration	9
C. Lock or unlock your lost SIM card	9
D. Recovering your lost or damaged SIM card	9
E. SIM Swap	9
F. Ways to obtain your PUK	9 - 10
Airtime Recharge and Bundle Purchase	12 - 15
M-Pesa	16 - 30
A. Getting connected to M-Pesa	17
B. Activating your M-Pesa Account	18
C. M-Pesa PIN reset	17 - 19
D. M-Pesa Customer Transaction Limits	19 - 20
E. Tips to avoid sending or withdrawing money wrongly	20
F. How to self-reverse a wrong M-Pesa or TigoPesa transaction	20
G. International Money Transfer	21 - 22
H. M-Pesa Application	22 - 21
I. Pay by M-Pesa	23 - 24
J. M-Pesa VISA Card	24 - 25
K. M-Pawa	25 - 26
L. M-Koba	26 - 27
M. Songesha with M-Pesa	27 - 28
N. M-Pesa for Business	28
O. M-Pesa/Agent (Wakala)	28 - 30
Navigating around the Digital World	32 - 43
A. Internet Settings	32
B. Connect to the 4G Data Network	32
C. Data Management Tips	32 - 33
D. My Vodacom App	33 - 34
E. Vodacom Tanzania Website	34
Most Preferred Products and Services	35 - 37
A. Nipige Tafu	35 - 37
B. Caller Tune Service (RBT)	38
C. Just 4 U	39
D. Red Relax	41
E. TUZO	41 - 42
F. Uhuru	43
G. Connected Car	43
Roaming and International Calling	44 - 46
A. Roaming	45
B. International Calling	46
Self-service and Quick Tip	48 - 53
Important Tips on the Go	49 - 52
Quick Tips on staying secure with Vodacom	52 - 53
A. SIM Card	52
B. M-Pesa	52
C. Products and Services	53
D. Reporting fraud	46
Our Privacy and Cookie Management	54 - 59
Contact us	56
Vodacom Stores	58 - 60
From TCRA	61 - 62

Introduction

Vodacom Tanzania PLC is Tanzania's leading mobile operator that provides various mobile communication services, Technology as well as mobile financial services in collaboration with M-Pesa Limited to more than 15 million customers' country wide.

Through its robust 4G network, Vodacom Tanzania PLC, leads in network coverage nationwide with super-fast and affordable Internet services.

The M-Pesa services has also brought about a revolutionary change and convenient services in the financial sector. **Vodacom** has also empowered its customers to self-serve themselves effectively as well as continue to offer great customer service through its various support channels like Live chat via My Vodacom App and Website, WhatsApp, SMS, Facebook, Twitter, Instagram, Traditional customer service number (100) and through its ever-growing footprint of over 400 stores.

This booklet serves as a quick guide to empower you, our customer, on how to address some of your queries towards Vodacom Tanzania PLC products and services. For a more detailed information, we encourage you to visit our website **www.vodacom.co.tz**

Subscribing to the network

You have two options to join our network

A. As a new customer

Purchase a new Vodacom SIM card from any of our Vodacom shops or registration agents across the country.

B. By porting in from another network

Visit any nearest Vodacom shop, carrying along with you your NIDA or passport and the SIM card of the other Service Provider. Depending on the type of customer you may be subscribed as in the other Service Provider's, the below terms are applicable.

Pre-paid customer

- i. You will not be able to port-in if
 - a. Your number is suspended, barred or involved in any fraudulent or criminal activity.
 - b. You have an outstanding loan in form of credit or mobile money.
- ii. You will not be able to transfer any outstanding credit from the other Service Provider and hence are encouraged to utilize it all up before porting-in. Else, it will be forfeited.

Postpaid customer

- i. Before porting-in, you will be required to clear any pending dues and close your existing contract with the other Service Provider



Types of subscribers at Vodacom Tanzania PLC

A. Prepaid

A prepaid customer is a customer who joins Vodacom without a contractual agreement

B. Postpaid

A postpaid customer is a customer who enters into a contract with Vodacom Tanzania PLC for a duration of more than 24 months

To enter into a contract, you would need to either

- i. Send your request via email to business@vodacom.co.tz or phone - 0766 000 674
- ii. Visit our website www.vodacom.co.tz under the postpaid section
- iii. Visit the nearest Vodacom Shop
Thereafter you will be contacted by a Key account manager for further instructions

As a postpaid customer you can enjoy our services as a company or an individual.

Once you are postpaid customer you can access various postpaid services and get assistance via our support channels as listed at page: 70 & 71 of this book.

All about my SIM card

A. Registration

The Electronic and Postal Communication Act 2010 (CAP 306) requires you who owns or intends to use a SIM Card, to fully register biometrically, your SIM Card with the respective Service Provider

You can register your SIM Card at any Vodacom Shop or with any Vodacom SIM registration agents available country-wide

SIM card biometric registration procedures

Where a customer is an individual

- i. The Individual shall present to the service provider NIDA identity or NIDA Identification number (NIN)
- ii. Service provider shall conduct online or electronic fingerprint verification of the individual with NIDA for biometric SIM Card registration
- iii. Registered SIM Card shall bear the name of the individual

Where a customer is a company

- i. The company shall be required to present valid certified copies of Tax Payer Identification

Number (TIN) Certificate, Business License and incorporation, compliance or registration Certificate;

- ii. The company representative shall present to the service provider his NIDA identity card or NIN;
- iii. Registered SIM Card shall bear the name of the company; and
- iv. A company shall notify the service provider on change of company representative for the service provider to register a new representative in accordance with these Regulations

Where a customer is a company employee

- i. A company shall be required to present valid certified copies of Taxpayer Identification Number (TIN) Certificate, Business License and Incorporation, compliance or registration Certificate
- ii. A company employee who is entitled to use the SIM Card shall be required to present to the service provider his NIDA identity card or NIN;
- iii. Service provider shall conduct fingerprint verification of company employee with NIDA for biometric SIM Card registration
- iv. Registered SIM Card shall bear the name of the employee
- v. A company shall notify the service provider on change of ownership of SIM

Card for the service provider to re-register the new employee in accordance with these Regulations

Where a customer is an institution

- i. The institution representative shall be required to present introduction letter of the respective institution
- ii. The institution representative shall be required to present to the service provider his NIDA identity card or NIN;
- iii. Service provider shall conduct fingerprint verification of the institution representative with NIDA once for a batch of SIM Cards for biometric registration
- iv. Registered SIM Card shall be the name of institution

Where a customer is a minor

- i. The parent or guardian shall be required to present minor's certified copy of birth certificate or adoption document or valid passport with valid visa and minor portrait photo
- ii. For a minor who is a national or foreigner, his parent or guardian shall be required to present NIDA identity card or NIN; and service provider shall conduct fingerprint verification of the parent or guardian with NIDA for biometric SIM Card registration
- iii. For a minor who is a visitor, his parent or guardian shall be required to present a valid passport with valid visa and service provider shall conduct fingerprint verification of the parent or guardian with NIDA or Immigration Department for biometric SIM Card registration
- iv. For a minor who is a diplomat, his parent or guardian shall be required to present a valid diplomatic passport and diplomatic ID for SIM Card registration
- v. For a minor who is a refugee, his parent or guardian shall be required to present Refugees identity issued by NIDA and the service provider shall conduct fingerprint verification with NIDA for biometric SIM Card registration
- vi. The service provider shall keep electronically the details of the minor and parent or guardian

- vii. Registered SIM Card shall bear the name of a minor
- viii. After attaining the majority age, the minor
 - a. Shall be required to re-register using his NIDA identity
 - b. Service providers shall notify the minor three (3) months before attaining the majority age and shall give three (3) months grace period for re-registration
 - c. In the event where the minor fail to appear for re-registration within the period of three months after attaining the majority age, the service provider shall deactivate the SIM Card from its network

Where a customer is a foreigner /visitor

- i. SIM Card shall be registered under visitor biometric SIM Card registration category at customer centers, service providers' shops or agents' shops in the following manner-
 - a. Visitors shall be required to present certified copies of valid passports with valid visa;
 - b. Visa exempt visitors shall be required to present a certified copy of valid passport;
 - c. Foreigners shall be required to present NIDA identity;
 - d. Service provider shall conduct fingerprint verification of visitors with NIDA or Immigration Department for biometric SIM Card registration;
 - e. Service provider shall keep the details of the visitors / foreigners; and
 - f. Registered SIM Card shall bear the name of the visitor/ foreigner

NB: a foreigner is non-citizen who is not a diplomat staying in the country for a period of more than six (6) months

B. SIM card verification or de-registration and declaration

- i. Dial *106#
- ii. Select your preference as per listed below:
 - a. Verify your registration status
 - b. To view list of Vodacom numbers registered under your NIDA ID or NIN

- c. To view list of other Mobile Network Operators numbers registered under your NIDA ID or NIN
 - d. To declare and seek for more SIM card registrations
- iii. If you do not agree with the obtained information kindly visit any nearest Vodashop with your NIDA ID or passport.



Remember

1. SIM card registration is administered by the Tanzania Communication Regulatory Authority (TCRA).
2. It is illegal to use a SIM card that is not registered with correct user information
3. It is your obligation to register your SIM before use

C. Lock or unlock your lost SIM card

- i. Visit any nearest Vodashop or contact us via the contact list provided at page 7 of this book or if you are a postpaid customer you can also contact your company's Single Point Of Contact (SPOC)
- ii. Ensure you have the five frequently dialed numbers before contacting us as you will need to be validated as the owner of the SIM card.

D. Recovering your lost or damaged SIM Card

- i. Visit any nearest Vodashop for further assistance to perform a SIM Swap



Important

SIM card registration is administered by the Tanzania Communication Regulatory Authority (TCRA). It is illegal to use a SIM card that is not registered with correct user information. It is your obligation to register your SIM before use

E. SIM swap

i. A SIM swap is required when you

- a. Have lost or damaged your SIM Card
- b. Have an intention to migrate from a normal to a 4G SIM
- c. Possess a SIM Card that is registered under a Company's name that you have exited

ii. The SIM Swap process requires the following:

- a. The owner of the SIM card to be present during swap
- b. NIDA card/number or Passport of the concerned person.
- c. In the case of a lost SIM card, a police loss report needs to be presented
- d. In the case of a damaged SIM card, the damaged SIM needs to be presented.
- e. In case of a postpaid scenario, a written authorization from the company SPOC is requested prior to swap.

F. Ways to obtain your PUK

i. Via your Starter Pack

Follow the instructions and using the PUK number that is located at the back of your starter pack to which your SIM card was attached to.

ii. Via the USSD menu

Dial *149*01#, select Customer Service, followed by Phone Locked (needs PUK) and lastly enter the number that needs the PUK.

iii. Via the IVR

Dial 100, select the PUK request option, enter the number that needs the PUK and you will receive an SMS with the PUK number.

iv. Via the My Vodacom App

Download the My Vodacom App from either the Google PlayStore or AppStore,

click on the More tab at the bottom to expand your choices, click on the help& Support tile then select the PUK tile, enter the number that needs the PUK and the PUK will be displayed for you to copy.

Airtime recharge and bundle purchase

A. Via physical vouchers

Physical vouchers are available for recharge purposes at any of our Vodacom shops or with our agents countrywide.

Over-scratched or damaged vouchers

- i. You can still use a physical airtime voucher which has been over scratched or damaged by water or oil as long as the below is visible
 - a. The three first or last numbers on the voucher
 - b. The 12 card number digits

STEP 1 Dial 100

STEP 2 Listen to the instructions carefully and select "For account usage and recharge" option.

STEP 3

Listen to the instructions and select "for over scratched or damaged voucher" option

STEP 4

Listen to the instructions and select "for over scratched voucher" option



Important to note

- Do not use sharp objects to scratch your physical voucher
- Store your vouchers in dry places
- Used vouchers can not be returned after purchase
- Use M-Pesa to buy airtime or bundles for convinency.

B. Via My Vodacom Application

The My Vodacom app has enabled the digitization of airtime and bundle purchase. Simply download the My Vodacom application through either Google Play Store or App Store and enjoy.

C. Via M-Pesa USSD (*150*00#) and application

M-Pesa has simplified and made it extremely convenient to buy airtime and bundles. Simply dial *150*00# or download the My M-Pesa application through either Google PlayStore or App Store and enjoy.

D. Via the website

Simply

- i. Visit our website on www.vodacom.co.tz
- ii. Select the Buy Bundles & Recharge tab at the bottom left corner of the page
- iii. Log in by entering your number and clicking submit
- iv. You will receive an OTP SMS on your phone which you will be required to key in into the page.
- v. You will then be able to buy airtime or bundles by clicking on the Buy tab in addition to that you will be able to view your Data, SMS and Airtime balance,

E. Via USSD menu (*149*01#)

You can purchase bundles simply by dialing the above code and selecting your preference

F. Via automated monthly top-up (Postpaid)

This is dependent on the contractual agreement that you have entered with Vodacom Tanzania PLC. Please visit your contract for details on how to top up your credit.

Phone/device security and verification

When buying a new phone, a customer can check if the phone/device is genuine or not via CEIR.

What is CEIR?

It is identification of customers' devices IMEI that aims at preventing usage of non-registered mobile phones, eliminating counterfeit or substandard devices in the market and reduce mobile phones/devices theft.

How can customer know/check if their device is genuine?

Dial *#06# to get IMEI number, then send that IMEI number to 15090 (Free SMS)

Below are the status upon checking if customers device is genuine or not?

1. Blacklisted
2. Whitelisted
3. Greylisted

Whitelisted devices refers to:

The accredited mobile device that is allowed for use in the mobile service provider's network

Greylisted devices refers to:

Refers to IMEIs that are temporarily blocked or temporarily allowed, for the purpose of initiating performance monitoring and tracking of the mobile device

Customer need to do the below in case of stolen/misplaced phone.

1. Should report to police once mobile device is stolen and obtain an RB
2. Should enquire Loss report
3. Should have a purchasing receipt if the device is new (purchased within 1 month)
4. Provide a device IMEI number
5. A customer should fill in blacklisting/ blacklisting form at Vodashop
Then the customer will be given a Blacklisting Reference Number (BRN) from MNO

M-PESA SERVICES



M-Pesa

A. Getting connected to M-Pesa.

Any Vodacom customer who is fully registered on the Vodacom network, is automatically connected to the M-Pesa service.

However, to use the service, you have to activate your M-Pesa account first

B. Activating your M-Pesa account

It is now simplified!



C. M-Pesa PIN reset

If you have forgotten your M-Pesa PIN, do not worry! Prepare the follow requirements for assistance before contacting our support channels..

**SIM/M-Pesa
registration
details**

**Registration
ID type and
number used
on M-Pesa**

**Recent M-Pesa
transaction
details**



Important:

**M-Pesa PIN unlock service is available everyday
from 6:00am to 10:00pm**



Active M-Pesa customer who recalls their M-Pesa PIN but has locked their account

1. Self service:

a. By using Secret Question and Answer as your identification.

- i. You have to enroll into this service prior to getting your account locked Dial *150*00# select My account (Self-Services), select PIN management, select three questions and enter their answers secretly and confirm them. Thereafter the questions and answers will be saved as your identification when you will need to manage your PIN.

2. To use the service

Dial *150*00# select My account (Self-Services), select PIN management, then select the service that you want, followed by the answers to the saved questions then follow the instructions to complete the request.

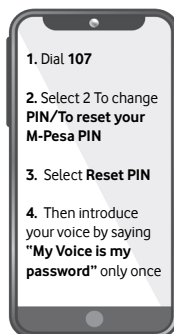
b. By using Sauti Pass (Voice Biometric) as your identification

This service enables you to use your voice as your password when you want to reset your M-Pesa PIN or unlock your M-Pesa Account

How to enroll



How to use





Important:

Your M-Pesa PIN is your **SECRET! DO NOT** give it out to anyone even if it is to an M-Pesa Agent

D. M-Pesa customer transaction limits

The following limits apply to M-Pesa customer transactions as per the National Payment System Act 2015 - Electronic Money Regulation issued by the Bank Of Tanzania (BOT)

Item	Tier1	Tier2	Tier3
Maximum transfer	1,000,000	3,000,000	10,000,000
Maximum daily transfer	1,000,000	3,000,000	50,000,000
Maximum balance	2,000,000	10,000,000	50,000,000
Maximum Yearly Limit*	30,000,000	450,000,000	Not Applicable
Mandatory KYC Requirements**	Default	A Copy of NIDA	A copy of NIDA, Business License and TIN certificate

Important

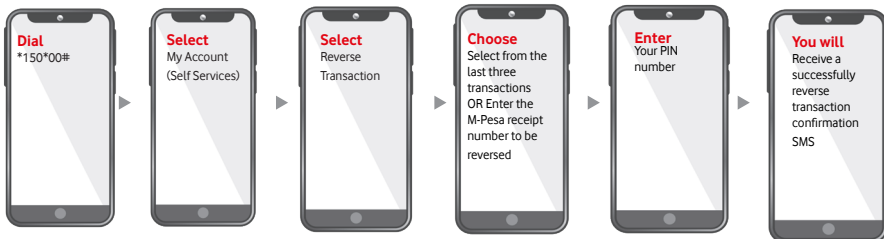
1. Maximum yearly limit is related to the incoming/credit into your M-Pesa account. Upon reaching this limit, you will not be able to receive additional funds until the beginning of the next calendar year.
2. Acceptable ID is a valid National ID, Passport (for diplomats) or NIDA number along with either of following Driving License and Passport
3. For Tier 3. Provision of ID, TIN and Business License is mandatory.
4. In case you have misuse any of the M-Pesa service you may be degraded to the lower limits

E. Tips to avoid sending or withdrawing money wrongly

- i. Confirm the amount you want to send
- ii. Confirm the number and name you want to send money to
- iii. Confirm the M-Pesa agent till number and name when withdrawing

F. How to self-reverse a wrong M-Pesa

Don't worry! You can self-reverse wrong transactions at your fingertips.



G. International Money Transfer

International Money transfer corridors and the service they provide.

Service	Receiving	Sending	Both
1. Safaricom Kenya			Yes
2. MTN Uganda			Yes
3. Airtel Uganda			Yes
4. Airtel Rwanda	No	Yes	No
5. Eco Cash Burundi	No	Yes	No
6. MTN Zambia	Yes	No	No
7. Mama Money	Yes	No	No
8. Remitly	Yes	No	No
9. Juba Express	Yes	No	No
10. RIA	Yes	No	No
11. Instant cash	Yes	No	No
12. G Money	Yes	No	No
13. Daytona	Yes	No	No
14. Paysend	Yes	No	No
15. Money Express	Yes	No	No
16. Simba pay	Yes	No	No
17. Send wave	Yes	No	No
18. Transfast	Yes	No	No
19. Rocket remit	Yes	No	No
20. Western Union	Yes	No	No
21. Homesend/Moneygram	Yes	No	No

How to transfer money internationally?



You can also check the exchange rate before sending.

H. M-Pesa Application

The fastest and safest way to send money and make digital payments in Tanzania. M-Pesa Tanzania has enriched its customer experience by digitizing M-Pesa service with the launch of the M-Pesa App so as to cope with the digital culture change all over the world.

How to get the App

- Open google play store for android users or App Store for iOS users.
- Search M-Pesa Tanzania
- Click on Get the click Install
- M-Pesa App will appear among your applications on your phone ready to be used.

It is easy with M-Pesa App to:

- Make transactions to all networks country wide and to SafariCOM Kenya by simply selecting numbers from your phone book.
- Withdraw money from all agents' country wide and ATMs
- Buy airtime and bundles for you and your friends.
- Pay to all LIPA merchants country wide.
- Transfer funds from M-Pesa to Bank or bank to M-Pesa
- Manage your M-Pesa account anywhere any time.

- vii. View M-Pesa transfer fees easily
- viii. See your mini statement
- ix. View your M-Pesa balance FREE
- x. You can use other services like M-Pawa, Mastercard and Songesha.
- xi. It is easy to scan the QR code when paying at LIPA agents
- xii. When sending money with M-Pesa App you can directly choose recipient name from your phone book easily for all networks.

For successfully use of M-Pesa App you must enable data on your phone so as to give power to the app even if you do not have bundle. (M-Pesa App doesn't need data to work it only need internet enabled)

To get smooth operation of M-Pesa App, ensure correct version of the App is updated time to time.

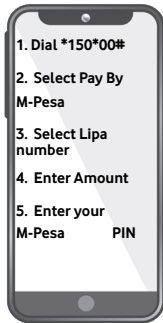
I. Pay by M-Pesa

Pay by M-Pesa is Vodacom's Digital Merchant payments solution that enable merchants and retailers collect payments seamlessly while helping customers to avoid the risks and burden of carrying cash.

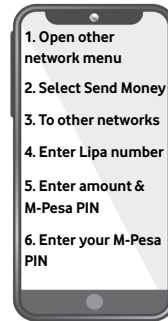
Pay by M-Pesa solution will enable you to pay conveniently to a diverse group of merchants across all sectors like...

- i. Pubs and bars
- ii. Hotels, restaurants and Cafes
- iii. Supermarkets
- iv. Fuel stations
- v. Cinema outlets
- vi. Pharmacies
- vii. Hardware stores

How to pay merchants: (Vodacom Customers)



How to pay merchants: (Other Networks Customers)



J. M-Pesa VISA Card

M-Pesa VISA Card is a VISA virtual card that can be used by any registered M-Pesa customers to pay for products and services online both domestically and internationally.

The M-Pesa VISA Card service is available on M-Pesa USSD (*150*00#) and the M-Pesa App.

Customer must create the M-Pesa VISA Card which will last for the period of 1 year, after which the card will expire and a customer will need to create a new one.

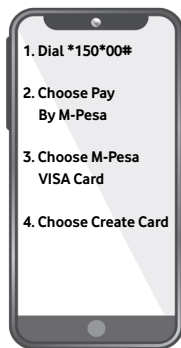
Prefunding M-Pesa VISA Card from my M-Pesa wallet

There are no costs for prefunding M-Pesa VISA Card from their M-Pesa wallet. However, when making purchases internationally, there are forex fees as per the transaction date's rate

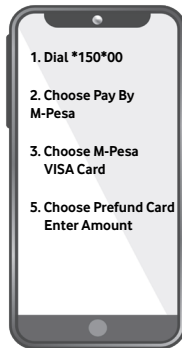
Moving money back M-Pesa wallet.

Customer can move money whenever you want and no charges will be applied for movement of funds to and from the M-Pesa wallet.

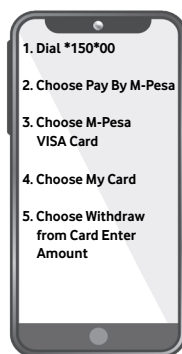
How to Create VISA Card



How to Prefund VISA Card



How to withdraw funds from Card



K. M-Pawa

This revolutionary banking product from Vodacom and Commercial Bank of Africa (CBA) allows you to save money through your phone, earn interest from your savings and eventually get micro loans when you need them.

M-Pawa is here as a reliable friend who will give you a helping hand to move forward and see your plan through in life.

In order to access and enjoy M-Pawa service

- i. Be a registered and active Vodacom customer
- ii. Have an active M-Pesa account
- iii. Make frequent savings in your M-Pawa account
- iv. Dial *150*00# chose M-Pawa then activate.

What to do if you have savings in M-Pawa Account and your SIM Card is lost?

When a mobile phone is lost, your money is safe because M-Pawa account is protected by the M-Pesa PIN. You will follow normal SIM Swap procedures at any Vodacom Shops. After SIM swap, the system automatically updates your M-Pawa account and ready to be accessed. Is M-Pawa accessible when roaming?

Yes, it is possible to access M-Pawa when you are out of Tanzania. However, deposits and withdraw-als can only be done at M-Pesa agents in Tanzania.

Is M-Pawa accessible when roaming?

Yes, it is possible to access M-Pawa when you are out of Tanzania. However, deposits and withdrawals can only be done at M-Pesa agents in Tanzania.

Upon delay of paying back M-Pawa loan

- i. You will be barred from M-Pawa
- ii. Decrease of your loan limit
- iii. You will be barred from Nipige Tafu

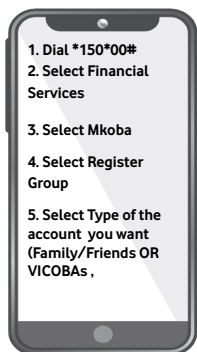
L. M-Koba

Vodacom in partnership with TPB Bank have a mechanism (Mkoba) to save money, access loans and share earnings to groups like family and friends, VICOPA, VSLA, along with different groups with the intention of saving money and give each other loans.

M-KOBA is a digital form of saving that provides security of the groups' money, transparency and simplicity for members to contribute from anywhere through Vodacom M-Pesa M-Koba accommodates customers from other networks too.



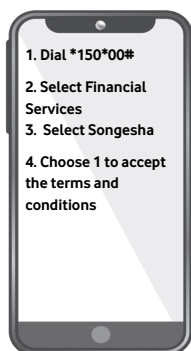
How to open M-Koba account



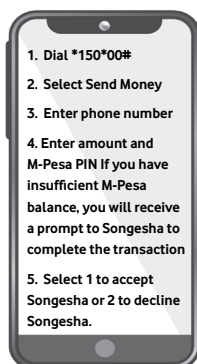
M. Songesha with M-Pesa

With Songesha you will be able to complete money transfer transactions, paying for services and goods for companies and completing the pay-off payments to M-Pesa for businesses receiving payments through M-Pesa from every corner of Tanzania.

How to join Songesha



How to complete transactions with Songesha



Note: If you have already joined Songesha service you must first attempt to transact the transaction you want then wait for the Songesha SMS notification to accept the service.

iii. Songesha Repayment

- a. The system has been designed with capability to auto deduct the loan soon after any transaction.
- b. Customer can repay the loan by dialing *150*00# select Financial service select Songesha then select Pay Songesha debt

For more information, kindly visit our website <https://vodacom.co.tz/songesha>

N. M-Pesa for Business

M-Pesa postpaid services offers businesses services to disburse payments to their employees as well as a collection account facility to collect funds from their customers

O. M-Pesa /Agent (Wakala)

M-Pesa agent/Wakala is the person who is connected to do business with M-Pesa Limited through a super-agent.

To become an M-Pesa Wakala/agent you need:

- i. National ID
- ii. Business license
- iii. TIN number (business)

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

Submit the documents to either of the below places:

- i. M-Pesa super-agent of the specific area
- ii. A nearby Vodacom Shop
- iii. Vodacom regional offices

Upon damage or loss of M-Pesa Wakala/agent SIM card to get the new one below are mandatorious:

- i. The owner must visit Vodacom Shop with his/her registered KYC documents (Business license, TIN number and National ID).
- ii. Police loss report
- iii. If damaged, provide the damaged SIM Card

Important

1. You do not have to pay anything to get an M-Pesa Till ... it is FREE
2. Do not buy an M-Pesa Till from an individual ... Get it officially from Vodacom
3. Legal measures will be taken against the person holding an M-Pesa Till that is not registered to them... It is PROHIBITED
4. Vodacom Tanzania PLC and M-Pesa Limited is not liable for any misplacement of any Till request application documentation
5. Only the registered owner of a damaged or lost M-Pesa Till is eligible for a renewal application of the till.

Do	Don't
Request for an ID from a customer before concluding a transaction.	Do transactions on behalf of a customer using customer's phone. Educate customers to do the transactions themselves.
	Accept any instructions from messages or call unless you confirm the quinine of the caller by all necessary
Verify your balance before cashing out money to a customer especially those withdrawing large amounts. Dishonest customers can pretend to have withdrawal SMS to show they have withdrawn money when it's not.	Allow unauthorized people to use your agency phone, there is possibility of cheating you once noted your agency no. by sending fake transaction SMSs
	Send Money on behalf of a customer (Direct deposits). Deposit Money to customers account and the customer
Remember to always Fill the log book for every committed transaction and make a customer sign on the same. This routine guarantees you proper record keeping for various purposes. money when	Split transactions into smaller amounts (Multiple deposits), for example: In-stead of depositing Tsh 10,000 to a customer at once, you do it ten times. This is not acceptable, doing this will lead to these trans-action
	Cash out Money to a customer before receiving an SMS
Verify the customer ID first before transactions. All transactions should be recorded in the log book accordingly.	Use abusive language to customers. Educate them whenever they do not understand/have issues.
	Rely or respond to unrelia-ble information to commit a transaction (send money), unless you prove the
Use your agency phone to call Customer care. You can always reach customer care by calling 100 or 0746500001 or +255 754100100 for you to be attended quickly as an agent.	Receive customer care instructions from unknown numbers except these numbers: 100, 25576670 or 0766000670 or 255754100100 to avoid defraud risk.

Data and internet



Together we can 

Navigating around the digital world

A. Internet settings

To get internet settings so as to be connect the fastest Vodacom internet in your cell phone; Dial *149*01#, select Customer Service, Select Xtra services, select Free Self-Services then select Internet Configuration.

B. Connect to the 4G Data Network

If you have 4G SIM yet the signal still shows a 3G or 2G signal

- i. Check if the device has 4G capability.
- ii. Check if 4G/LTE feature is enabled on the device (Settings then Network).

If your phone has the access to 4G /LTE but you have 3G/2G SIM Card do the following to change to 4G.

- i. Visit our Vodacom shop to swap your SIM Card to 4G and enjoy the fastest internet.
- ii. If you do not have a 4G enabled phone you can get affordable ones at our Vodashops.



Remember

Connect yourself with a digital world. Visit our Vodacom shops to get affordable smart phones to simplify your business and save your precious time.

It is easy to manage your data usage

A. To know applications which uses much data

On Android: Go to **settings** select **Network & internet or connections** then select **Data usage** then **Mobile data usage**.

On iPhone: Go to **settings** then **Mobile Data**

B. To manage your data usage

On Android: Go to **settings** select **Network & internet or connections** then select **Data usage** select **Set Data Limit /Data warning &Limit**.

On Iphone; Go to **settings** select **Mobile Data**. Applications will be arranged according to the data consumed.

C. Manage your data usage when using YouTube

- i. Open profile select **Settings** select **Video quality preferences** select **on Mobile Networks** then select **Data Saver**.
- ii. Open your profile then select **settings** select and switch off **"Autoplay next video"**.
- iii. Open profile then select **settings** select **"Download quality"** then select **"Low (144p)"/Data saver**.

D. Manage your data usage when using WhatsApp

- i. Go to **Settings** select **Storage and Data** then **Network usage**.
- ii **To manage media auto download:** Go to **Settings** select **Storage and Data** select **Media Auto Download** select **Never** on every item
- iii. **To manage media uploading.** Go to **Settings** select **Storage and Data** select **Media Upload Quality** then **Data Saver**
- iii. **Ensure Backup have being allowed when on Wi-Fi only.** Go to **settings> Chats>Chat Backup> Back up over** then select **Wi-Fi**.

E. Manage your data usage when using Instagram

- i. **On iPhone:** Go to **settings** select **account** select **Mobile Data Use** then select **Use less Data**
- ii. **On Android:** Go to **settings** select **account** select **Cellular Data Use** then select **Data server**

Important tips

- i. Switch off any applications or web pages after usage by swiping it out or clicking on the X button to close it. If you leave it without closing it will continue using your data unknowingly.
- ii. Manage your data usage by changing the quality of your photos or videos. Example: You can change the quality of YouTube videos on settings from auto or High definition to Low definition.
- iii. 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 want to view. Also on YouTube you can manage the video playing by disabling the auto play button.
- iv. 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.
- v. Some applications like Facebook, Instagram, LinkedIn 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.
- vi. Reduce unwanted / unimportant applications, otherwise they will continue to use your data as they will need updates even if are not used.
- vii. 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.



Remember

You have the ability to know and plan your spend, please check the flash SMS on your phone every time you finish making a call. In order to know your bundle balance please dial *149*60#.

Products and services



Together we can



Most preferred products and services

For more details and a range of our other products and services, their FAQs and Terms and Conditions, kindly visit our website www.vodacom.co.tz

You can also us via the following email business@vodacom.co.tz for postpaid products and services.

A. Nipige Tafu

- i. This service enables you to borrow airtime or purchase bundles on credit and repay back with interest.
- ii. You can access this service via USSD by dialing *149*01# or Send an SMS with the keyword Loan to 15031
- iii. Eligibility clauses
 - a. You must be a **fully registered prepaid** customer
 - b. You should have **recharged or purchase a bundle within 30days**
 - c. You should **use your SIM Card for more than 30 days**
 - d. You should have **not reached the maximum credit limit** balance
- iv. What is the maximum amount you can borrow!

The loan amount varies from customer to customer. It is dependent on the usage of the service and prompt repayment of the loan - **the more you use** the service and **the quicker you repay** your loan; the higher your loan limit.
- v. How to **check your loan balance and limit!**
 - 1. Dial ***149*01#**
 - 2. Select **Customer Service**
 - 3. Select **Nipige Tafu**
 - 4. Then select **Loan Balance**

vi. Nipige Tafu Repayment

- a. An **automatic deduction along with the interest charges** will occur towards the payment of your loan upon any **airtime recharge or bundle purchase via M-Pesa or via Buy for a friend**
- b. A **delay of repaying your loan**, will result in the following
 1. You will be barred from the service
 2. Decrease in your loan limit

Important

1. An automatic loan repayment will be triggered upon any airtime recharge or bundle purchase via M-Pesa or via Buy for a friend
2. Nipige Tafu balance cannot be transferred to another person.
3. You can borrow multiple loans whilst paying the existing.
4. You cannot access the Buddy Recharge service if you have not cleared your loan.

B. Caller tune service (RBT)

By default, phones play a not-so-exciting “tring-tring” tone when you call someone. Caller Tune (RBT) is a service that offers you a unique ability to personalize your ring back tones.

i. How to subscribe to Vodacom caller tune

Option 1:
Dial *149*01*61# and select your caller tune of your choice.

Option 2:
You can subscribe by copying the song from a friend by dialing *9 when listening to the song.

Option 3:
By sending a keyword eg.SongName to 15577

Service charges

There is a monthly service charge as well as a charge for every song renewal or new upload.

Unsubscription

Send the key word ONDOA or STOP to 15577





C. Just 4 U

Just 4 U is a service that gives you special and attractive offers exclusively designed for you depending on your usage behavior thus catering for your needs.

i. Subscription

Every Vodacom prepaid customer has his/her own unique Just 4 U offer. J4U Bundles vary depending on your usage behavior in calls, SMS or Data.

Dial *149*03# to view your offer based on your long term usage

You are allowed to subscribe to the offers as often as you wish.

You are also able to subscribe to other bundles such as Cheka/internet at the same time.

ii. Understanding the changes in Just 4 U Offers / bundles

Just 4 You offers are frequently revised due to the nature of the product so as to give you the best value, experience and quality of service

Anytime you change your usage behavior, your Just 4 U bundles will also change to accommodate your behavior.

Life's a breeze on
[Red Relax]



Together we can 

D. RED Relax

RED Relax is a worry-free way to enjoy the same great services. Services like daily, weekly and monthly auto-renewable bundles for all your needs, fast access to our support channels, priority treatment at our retail shops and special benefits

Benefits of being a RED Relax Customer

- i. Priority when visiting Vodacom shops countrywide
- ii. Priority when calling customer care
- iii. FREE M-Pesa mini-statements - When you subscribe to RED bundle, you will get the opportunity to receive free mini statements of transactions carried out in the last three days (maximum) including the current date.
- iv. Free missed call notifications
- v. Carry over unused minutes, data and SMS to the next month for customers opting for auto-renewal

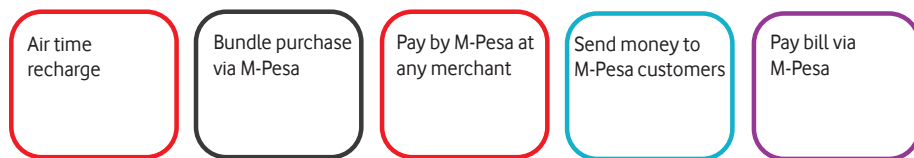
How to become a Red Relax customer

- i. Dial *149*01#
- ii. Via M-Pesa. Dial *150*00#
- iii. Red Relax menu: *149*73#
- iv. Via our digital platform such as My Vodacom App

E. TUZO

- i. TUZO Points is a Loyalty program that allows you to earn points when you recharge or transact via M-Pesa.
- ii. Points on M-Pesa transactions are calculated against charged transactions only.
- iii. These points have a 1year validity upon earning them.
- iv. There is no subscription to this service – it is default to Vodacom customers

Ways to earn TUZO points



How to redeem your TUZO points

Vodacom customers can redeem TUZO Points via these three options:

- i. Convert to M-Pesa balance (fee 5%)
- ii. Buy goods at any M-Pesa merchant
- iii. Buy Bundle



Below table summarizes TUZO point accumulation

	Recharge Amount (TZS)	Points Accumulated
Airtime Recharge	500	50
	1,000	100
	2,000	200
	5,000	500
	10,000	1,000
	M-PESA Fees (TZS)	Points Accumulated
M-PESA Fees	500	13
	1,000	25
	2,000	50
	5,000	125
	10,000	250

F. Uhuru

This is a postpaid service that allows you, a small to medium company, to allocate airtime automatically to your employees in bulk on a monthly basis.

Payment towards this service to Vodacom Tanzania PLC is at the end of the month.

G. Connected Car

This is a postpaid service that enables you to track your company vehicles remotely

Roaming & international calling



Together we can



A. Roaming

You can visit a lot of countries in the world while roaming with Vodacom without changing your SIM card.

Tips;

i. Activation

- a. For **prepaid** customers, make sure you have **enough credit** in your SIM card depending 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.
- b. For **postpaid** customers, you need to **contact your Single Point of Contact SPOC** who will send in your request to our dedicated support channel for activation. Your SPOC will also provide you with the necessary guidelines to manage your spend.

ii. Turn your phone off and on again when you arrive at your destination (roaming) country.

Our network will connect with our partner network in the country you are roaming automatically.

iii. While roaming, wherever you are, you can use M-Pesa, SIM banking, making and receiving data calls just as you would in Tanzania.

iv. You can also access our product USSD menu by dialing *149*01# or *149*71#.

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

- a. Make sure that your mobile phone indicates the network of our partner in the country you are roaming in.
- b. Visit our website <https://vodacom.co.tz/international-roaming> to check the roaming partner (Network) and fees in the country you are travelling to

and intend to roam in.

- c. Ensure that the settings of your mobile phone are correct to enable you roam outside the country. For example: turn on data roaming everytime you want to use internet.
- d. Ensure that you have sufficient credit or you have subscribed to a correct bundle.

For any problem while outside Tanzania contact us via: +255754700000 free or our WhatsApp number 0754100100

How to subscribe to roaming bundles.

- i. You can subscribe to roaming bundles while still in Tanzania or already in roaming by dialing *149*01# or *149*71# or through the My Vodacom Application
- ii. Concerning which bundles you should subscribe, it all depends with your usage needs.
- iii. In order to know more about our roaming bundles and roaming tariffs, visit our website <https://vodacom.co.tz/international-roaming>

B. International calling

These are special bundles that allow you to connect to family and friends who are outside Tanzania. To know and purchase International calling bundles visit our website <https://vodacom.co.tz/international>. You can also purchase these bundles by dialing *149*01# or through the My Vodacom Application

Self service and quick tips



Together we can



Self-service via Vodacom

Did you know that we have empowered you, our customer, to be able to resolve your queries yourself without having to interact with our customer service agent? The following are channels which empower you.

A. IVR (Dial 100)

Interactive voice response (IVR) can be accessed by dialing 100

Select your preferred service, **listen carefully** to the given instructions so as to self-serve yourself. All information in this channel has its importance.

Though, we also have availed you with an option to interact with an agent when needed.

Benefits of using IVR

Resolution is at your fingertips and in your control. Just follow the instructions provided such as

- i. How to self-reverse M-Pesa wrongly sent transactions
- ii. How to self-request a deleted LUKU token
- iii. How to recharge an over-scratched or damaged physical voucher
- iv. How to get your PUK to unlock your locked SIM card
- v. Airtime usage information
- vi. Information on some of our products and services
- vii. To get real-time information on any downtime in our products and services

B. Customer Care option in the USSD menu *149*01#

In this menu you can get the below and many other self-help services:

- i. Billing information for both data and voice,
- ii. Nipige Tafu information
- iii. M-Pesa self-reversal
- iv. M-Pesa MasterCard information

C. SautiPass

This is a Voice biometric service that enables you to use your voice as an identity. Services that you can access via SautiPass after enrollment are:

- i. M-Pesa PIN reset
- ii. M-Pesa account unlock

D. My Vodacom and M-Pesa Applications

Download these applications to be able to benefit a lot conveniently and with ease. You can, at a click of a button

- i. Check your balances
- ii. Obtain your PUK
- iii. Locate a Vodashop
- iv. Check network coverage based on your location
- v. Chat with TOBi our robot and agents online
- vi. Quick access to FAQs
- vii. Reverse wrong M-Pesa transactions made
- viii. Get mini statements

Self-service tips via the M-Pesa menu (*150*00#), Products and services menu (*149*01#), M-Pesa and My Vodacom applications.

Service	Through M-Pesa menu - Dial *150*00#	Through Products and Service menu - Dial *149*01#
LUKU Token Retrieve	Select Pay by M-Pesa> Luku > Get LUKU Token > Enter meter number	
M-Pesa Balance Check	Select My Account (Self Care) > Balance.	
M-Pesa Mini statement	Dial *150*00# > My Account (Self Care) > Mini Statement	
Self Reversal	Select My Account (Self Care > Reverse Transaction > Select from three last transaction	Select Customer Service then Select Reverse Transaction
To Change Language	Select My Account (Self Care) then select Badili Lugha	Select Customer Service then select Badili Lugha
Nipige Tafu: Information, Loan Balance, Loan history, FAQs, terms and condition.		Select Customer Service then Nipige Tafu then select the service you want.
To check Airtime Usage		Select Customer Service then select Airtime Usage
To recharge overscratched voucher (ensure card number and the three last/first digits are visible)		

Service	Through M-Pesa Application (Open the Application)	Through My Vodacom App (Open the Application)
LUKU Token Retrieve	Select LUKU > My Tokens > Enter meter number	
M-Pesa Balance Check	Switch ON the button below your name	
M-Pesa Mini statement	Chagua kitufe kilichoandikwa Taarifa fupi.	
Self Reversal	Bofya kitufe kilichoandikwa Rudisha Muamala uliokosea.	
o Change Language	Open M-Pesa Application, select Setting then select Language.	Click where it is written Change Language
Nipige Tafu: Information, Loan Balance, Loan history, FAQs, terms and condition.		Select where it is written More, at the bottom on the right conner, select Nipige Tafu, then select My account then select the service you want
To check Airtime Usage		Select where it is written More, at the bottom on the right conner, then select Usage History
To recharge overscratched voucher (ensure card number and the three last/first digits are visible)		Select where it is written More, at the bottom on the right conner, select Self Care then Over-scratched voucher then fill in the required information to retrieve your voucher

Service	Through M-Pesa menu - Dial *150*00#	Through Products and Service menu - Dial *149*01#
To check if your SIM card have been swapped with last 24 hours.		Select Customer Service then select SIM Swap status
How to Report fraudulent activities		
How to get PUK number		Take another phone with Vodacom SIM card dial *149*01# select Customer Service then select Request PUK

Service	Through M-Pesa Application (Open the Application)	Through My Vodacom App (Open the Application)
To Check SIM Swap status		Select where it is written More, at the bottom on the right conner, select Self Care then select My Profile then SIM Swap status.
Fraudster reporting		Select where it is written More, at the bottom on the right conner, then select Fraudster reporting and fill in the required informations
To retrieve PUK numbers		Take another phone with Vodacom SIM card on My vodacom App select where it is written More, at the bottom on the right conner, then selectselect Self Care then select PUK

Quick Tips on staying secure with Vodacom

A. SIM card

- i. Ensure your SIM is fully registered biometrically ... **Dial *106# to confirm**
- ii. You are only allowed to own a total of five SIM cards under your identity ...
Seek TCRA's approval to own more
- iii. If you have more than one SIM card, ensure you declare each of them ... **All declared SIM cards are approved by TCRA. Just dial *106# and select the SIM declaration option**
- iv. Your SIM card is your property, protect it ... **Do NOT let anyone misuse it**

B. M-Pesa

- i. Your M-Pesa account is your bank protect it and your M Pesa PIN ... **Do NOT share it with anyone even with an M-Pesa Wakala**
- ii. Do not disclose your bank or M Pesa details by SMS or via calls ... **Report any fraudulent calls or SMS immediately**
- iii. If you have participated in Vodacom promotion and are determined a winner, you will be contacted by Vodacom through the number 100 ... **100 is the sole contact number that Service Providers use to contact its customers and you will not be asked to give out your M-Pesa or Bank details.**

C. Products and Services

- i. Ensure you understand well the terms and conditions before subscribing to our products and services to avoid unnecessary inconveniences ... **Terms and conditions are available on our website www.vodacom.co.tz, and on our Applications (My Vodacom App and M-Pesa App) as well as USSD menus**

C. Products and Services

- i. Ensure you understand well the terms and conditions before subscribing to our products and services to avoid unnecessary inconveniences
... Terms and conditions are available on our website www.vodacom.co.tz , and on our Applications (My Vodacom App and M-Pesa App) as well as USSD menus

To report a fraudulent SMS:

- i. Forward the SMS to 15040
- ii. You will be prompted to indicate the sender's number
- iii. You will then receive a report receipt confirmation

To report a fraudulent call:

- i. Send an SMS to 15040 explaining briefly what the call was about eg Got a call saying that I am a winner of TZS 2million and need to contact 07xxxxxxx to claim the prize
- ii. You will be prompted to indicate the sender's number
You will then receive a report receipt confirmation SMS.

Our privacy and cookie management



together we can



Our privacy and cookie management policy

Learn more about our privacy policy by visiting our website at <https://vodacom.co.tz/privacy-policy> to learn how we collect, use, share and protect your personal information when you use our products and services and our website.

Your rights

i. Right to correct personal data

You have the right to have information held about you corrected if it is not accurate. If what we hold on you needs updating, or you think it may be inaccurate, you can visit our Vodacom shops or Customer Care Servicedesks to update it.

ii. Right to access personal data

You have the right to make a request for a copy of the personal data that Vodacom holds about you. To make this request as an individual or an authorised 3rd party, please visit our Vodacom shops or Customer Care Service desks.

iii. Right to data portability

You have the right to be able to port your number between service providers: Provided that, you are required only to port once in 30 days. For a newly registered subscriber in our network will not be allowed to port until a period of sixty days has passed. Please call 100 or visit our Vodacom shops or Customer Care Service desks for more information.

iv. Right to object to use of personal data

You have the right, in certain circumstances, to object to Vodacom processing your personal information.

v. To opt out of marketing messages:

If you no longer want to receive marketing messages from Vodacom, you can elect to opt out of all marketing communications or only selected methods (email, SMS MMS, calling to customer care centre or post).

There are various ways to opt out:

- a. Contact our customer services team – see the contact us page;
- b. Click the link at the end of a marketing email or text to unsubscribe;
- c. Tell the adviser if you receive a marketing call;
- d. Disable push notification messages, including marketing messages, at any time in our apps by changing the notification settings on your device or by uninstalling the app;
- e. Email customer care@vodacom.co.tz for guidance. Opting out does not mean that you won't any longer receive service-related messages. You will still continue to receive those (unless we have indicated otherwise).

To opt out of receiving marketing communications from other Vodacom Group companies, just contact them directly.

In some cases, you may receive marketing from Vodacom, even if you're not a customer or never had contact with Vodacom. This is a result of third-party marketing lists which Vodacom may acquire from time to time. If you've registered to opt out of such marketing, you shouldn't receive such communications. If you do, we ask that you let us know immediately.

vi. To opt out of being included in Vodacom analytics, or to understand about what it means for you:

While it can't identify or contact you, it's your choice whether you're included.

vii. Right to restrict use of your data

If you feel data we hold on you is inaccurate or believe we shouldn't be processing your data, please visit our Vodacom shops or Customer Care Service desks or you can email us at customercare@vodacom.co.tz to discuss your rights. In certain circumstances you will have the right to ask us to restrict processing.

viii. Right to erasure

In some circumstances, such as where we no longer have a justifiable reason to continue to process your data or if not required by the law to retain such data, you can request we delete it.

How to lodge a complaint

If you want to contact us about any of your rights or if complain about how we use your information, contact our Customer Services team by calling 100 or email us at customercare@vodacom.co.tz. We'll do our best to help.

Contact us

A. Head Quarters

Director Customer Services Director Customer Service Department Vodacom Tanzania PLC, P. O. Box 2369, Dar es Salaam 7th Floor, Vodacom Tower, Ursino Estate Plot No. 23 Bagamoyo Road,

Call: 100 (kwa wateja wa Vodacom)**Call:** 0754100100 (Kwa wateja wa mitandao mingine)
E-mail: customercare@vodacom.co.tz

Live Chat via My Vodacom App and

Website: www.vodacom.co.tz

Facebook: <https://www.facebook.com/tzvodacom>

Twitter: <https://twitter.com/VodacomTanzania>

Instagram: <https://www.instagram.com/vodacomtanzania>

WhatsApp: +255 754 100 100

Roaming: +255 754 700 000

Postpaid E-Support (SPOCs only):

Email: esupport@vodacom.co.tz or

Call: +255 766 000 671

For Vodacom Business enquiries:

Email: business@vodacom.co.tz au

Call: +255 766 000 674

B. Northern Zone Regional Office:

Executive Regional Head,
2nd Floor, Summit Centre,
Plot No. 19,
Sokoine Road,

Arusha

C. Central Zone Regional Office:

Executive Regional Head,
Kilimani,
Abdu Jembe Road,
Uzunguni Area,

Dodoma

D. Southern Zone Regional Office:

Executive Regional Head,
2nd Floor,
Business Center Building,
Lupa Way Street,

Mbeya

E. Lake Zone Regional Office:

Executive Regional Head,
Ground Floor,
PSSF Towers,
Kenyatta Road,

Mwanza



Together we can



F. Vodacom Stores

Below is a list of our Vodacom shops located across the country. For a more updated list kindly frequent our website www.vodacom.co.tz under the store locator functionality.

VODASHOP NAME	REGION	LOCATION
Vodashop Temeke	Dar	Dar&Coast
Vodashop Njombe	Njombe	South
Vodashop Sengerema	Mwanza	Lake
Vodashop Mikocheni Palm Village	Dar	Dar&Coast
Vodashop Kizota	Dodoma	Central
Vodashop Mbezi Mwisho (Kimara)	Dar	Dar&Coast
Vodashop Kibaha	Pwani	Dar&Coast
Vodashop Tandika	Dar	Dar&Coast
Vodashop Mlimani City	Dar	Dar&Coast
Vodashop Mbeya	Mbeya	South
Vodashop Mwanza (PPF Plaza)	Mwanza	Lake
Vodashop Mbagala(sabasaba)	Dar	Dar&Coast
Vodashop Tabora	Tabora	Lake
Vodashop Usa river- Arusha	Arusha	North
Vodashop Gongo la Mboto	Dar	Dar&Coast
Vodashop Summit Centre-Arusha	Arusha	North
Vodashop Kia	Moshi	North
Vodashop Mbezi beach-Engene	Dar	Dar&Coast
Vodashop morogoro	Morogoro	Central
Vodashop Tabata	Dar	Dar&Coast
Vodashop Bariadi	Mwanza	Lake
Vodashop Kahama	Shinyanga	Lake
Vodashop Ifakara	Ifakara Morogoro	Central
Vodashop Sinza Kumekucha	Dar	Dar&Coast
Vodashop Mbozi	Mbeya	South
Vodashop Sumbawanga	Rukwa	South
Vodashop Magumu-Serengeti	Mara	Lake
Vodashop-Mojack Enterprises-Mafinga	Iringa	South
Vodashop Ngara	Kagera	Lake
Vodashop Kariakoo	Dar	Dar& Coast
Vodashop Kigoma	Kigoma	Lake
Vodashop Korogwe	Tanga	North

VODASHOP NAME	REGION	LOCATION
Vodashop Songea	Ruvuma	South
Vodashop Msimbazi	Dar	Dar&Coast
Vodashop Mbinga	Ruvuma	South
Vodashop Nyamagana	Mwanza	Lake
Vodashop Tandahimba	mtwara	Dar&Coast
Vodashop Kyela	Mbeya	South
Vodashop Tukuyu	Mbeya	South
Vodashop Shinyanga	shinyanga	Lake
Vodashop Buguruni	Dar	Dar&Coast
Vodashop Karagwe	Kagera	Lake
Vodashop Mbezi Chini	Dar	Dar&Coast
Vodashop Masaki	Dar	Dar&Coast
Vodashop Musoma	Mara	Lake
Vodashop Chang'ombe	Dodoma	Central
Vodashop Capita City	Dodoma	Central
Vodashop Airport Terminal 3	Dar	Dar&Coast
Vodashop Bunda	Mara	Lake
Vodashop Tunduru	Tunduru	Dar&Coast
Vodashop Geita	Geita	Lake
Vodashop Dodoma Flagship	Dodoma	Central
Vodashop Bukoba	Kagera	Lake
Vodashop Iringa (Miomboni)	Iringa	South
Vodashop Bagamoyo	Pwani	Dar&Coast
Vodashop Dodoma HQ	Dodoma	Central
Vodashop Kigamboni	Dar	Dar&Coast
Vodashop Mtwara	Mtwara	Dar&Coast
Vodashop Kasulu	Kigoma	Lake
Vodashop Katoro	Geita	Lake
Vodashop Masasi	Mtwara	Dar&Coast
Vodashop Lindi	Lindi	Dar&Coast
Vodashop Kilosa	Morogoro	Central
Vodashop Zanzibar (Darajani)	Zanzibar	Dar&Coast
Vodashop arusha	Arusha	North
Vodashop Ubungo	Dar	Dar&Coast

VODASHOP NAME	REGION	LOCATION
Vodashop Dodoma Shoppers	Dodoma	Central
Vodashop Millenium Towers	Dar	Dar&Coast
Vodashop Singida	Singida	Central
Vodashop Iringa	Iringa	South
Vodashop Mpanda	Katavi	South
Vodashop Buguruni(Sheli)	Dar	Dar&Coast
Vodashop Mbeya (Mwanjelwa)	Mbeya	South
Vodashop Kibo Complex	Dar	Dar&Coast
Vodashop Tunduma	Tunduma	South
Vodashop Sea Cliff Village	Dar	Dar&Coast
Vodashop Lushoto	Tanga	North
Vodashop Bomang'ombe	Moshi	North
Vodashop Geita	Geita	Lake
Vodashop Airport	Dar	Dar&Coast
Vodashop Tarime	Mara	Lake
Vodashop-Hindumandal	Dar	Dar&Coast
Vodashop Kinondoni	Dar	Dar&Coast
Vodashop Babati	Babati	North
Vodashop Namanga-Arusha	Namanga-Arusha	North
Vodashop Mwanza(igoma)	Mwanza	Lake
Vodashop Mwanza(Rock city mall)	Mwanza	Lake
Vodashop Florida - Arusha	Arusha	North
Vodashop Moshi 1 (Boisafi)	Moshi	North
Vodashop Mrombo	Arusha	North
Vodashop Karatu	Karatu	North
Vodashop Tanga	Tanga	North
Vodashop Makambako	Njombe	South
Vodashop Kawe	Dar	Dar&Coast
Vodashop Sokoine - Arusha	Arusha	North
Vodashop Samora	Dar	Dar&Coast
Vodashop Paloma park	Dar	Dar&Coast





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
www.tcra.go.tz



[tcra_tanzania](https://twitter.com/tcra_tanzania)



Mamlaka ya Mawasiliano Tanzania





Together we can