



## CUSTOMER COMPLAINT PROCESS

Vodacom's commitment to all our customers is to provide the Best Customer Experience!

If you are not satisfied with Vodacom's service for any reason you have the right to complain through any of the channels below.

Vodacom will take all measures to resolve your complaint in a timely manner.

1. Call our 24 Hour Customer Contact Centre		2. Email us or contact us on Social Media
Vodacom line (toll free)	Dial 100 for Swahili Dial 101 for English	Email: <a href="mailto:customercare@vodacom.co.tz">customercare@vodacom.co.tz</a>
Other Local lines (standard rates)	Dial 0746 100 100	 <a href="https://www.facebook.com/tzvodacom">https://www.facebook.com/tzvodacom</a>
		 <a href="http://twitter.com/VodacomTanzania">http://twitter.com/VodacomTanzania</a>
3. Write a letter to:		
Director Customer Service, Customer Service Department Vodacom Tanzania PLC, 7 <sup>th</sup> Floor, Vodacom Tower, Ursino Estate Plot No. 23 Bagamoyo Road, P. O. Box 2369, Dar es Salaam		
IMPORTANT INFORMATION		

- All calls made to the Customer Contact Centre will be recorded for quality purposes.
- To help us serve you better, kindly bring all relevant details relating to your complaint (e. g date & time of the incident, product, details of any person you have spoken to in relation to your complaint etc). The complaints process is free of charge.

**If your complaint has not been resolved to your satisfaction within 30 days of raising it with Vodacom, you have the right to raise your complaint with Tanzania Communication Regulatory Authority in this manner:**

**Step 1: Go to TCRA Website: [www.tcra.go.tz](http://www.tcra.go.tz) to get the TCRA Complaint Form**

**Step 2: Send to the TCRA Complaint Form to TCRA by any of the following methods:**

<b>By Hand</b>	<b>The Consumer Affairs Department Tanzania Communication Regulatory Authority Mwasiliano Towers, Plot No 2005/1, block C, Sam Nujoma Road, Dar es Salaam</b>
<b>By Post</b>	<b>The Consumer Affairs Department Tanzania Communication Regulatory Authority Towers, P. O .Box 474, Dar es Salaam</b>
<b>By Fax</b>	<b>+255 22 2412009/10</b>
<b>By Email</b>	<b><a href="mailto:complaints@tcra.go.tz">complaints@tcra.go.tz</a></b>
<b>By Website (Online)</b>	<b><a href="http://www.tcra.go.tz">www.tcra.go.tz</a></b>

