

Poa

www.tigo.co.tz



Customer Guide

Know our products and services



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To join TIGO network

New customer

Get a new Tigo SIM card from our Tigo shops or outlets found countrywide.

Porting in to Tigo Network from another Network

You can join Tigo family from other network providers using the same number.
Visit any nearest Tigo shop with a valid and acceptable ID to join Tigo family.



Registration:

SIM Card Registration

The Electronic and Postal Communication Act (CAP 306) require (every customer) before you use your SIM Card your number need to be fully registered biometrically.

Below are the places where you can register your SIM Card.

- At any Tigo shop countrywide.
- Tigo registrars countrywide.

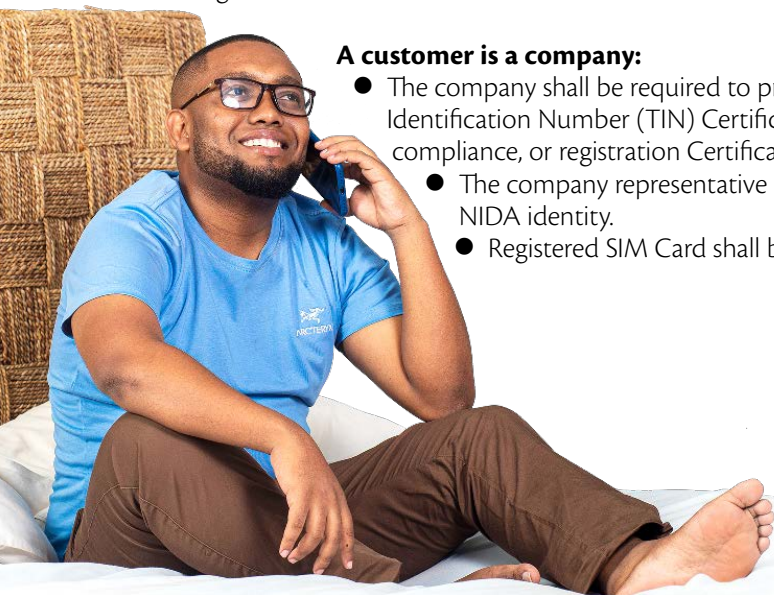
SIM Card Biometric Registration Procedures – Prepaid.

An individual Customer.

- Individual shall present to the service provider NIDA identity or NIDA number.
- Service provider shall conduct electronic fingerprint verification of an individual with NIDA for biometric SIM Card registration.
- Registered SIM Card shall bear the name of the individual as per NIDA ID.

A customer is a company:

- The company shall be required to present valid certified copies of Taxpayer Identification Number (TIN) Certificate, Business License and incorporation, compliance, or registration Certificate.
- The company representative shall present to the service provider his NIDA identity.
- Registered SIM Card shall bear the name of the company; and





- 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.

A customer is a company employee.

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

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

How to verify your registration details, status and the numbers or registered under your NIDA ID.

Verify if your registration is complete by dialling ***106#**

If you get different registration details, please visit our registrar or Tigo shop with your NIDA ID or number.

Ownership of one SIM Card for a single network.

The Tanzania Communications Regulatory Authority (TCRA) has issued a directive whereby, each customer must own one (1) sim card only as primary line from a single mobile operator. Contact TCRA toll free number 0800008272



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.

Therefore:

Do not throw your Simcard. Own more than one number by following a simple process below:

To set a primary line:

- Dial *106#
- Select option 5 (1)– Set Primary number.
- Enter NIDA ID
- Select primary number.
- Confirm

To add other numbers:

- Dial *106#
- Select option 5 (1)– Set Primary number, then.
- Select option 5 (2) - Additional SIM Card approval
- Enter NIDA ID
- Enter other numbers.
- Enter reason.
- Confirm

OR

Visit Tigo 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.



tigo pesa



years
Anniversary

Celebrating International Transactions
Yesterday, Today and Tomorrow!

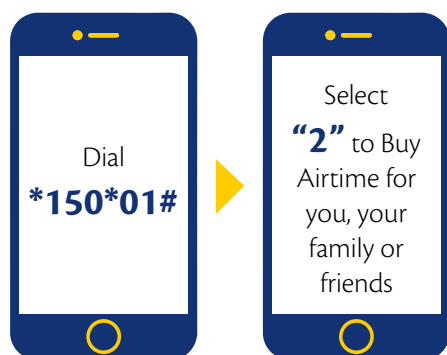
I can get almost all **financial services** with
Tigo Pesa.

Dial ***150*01#** or **Tigo Pesa App**
Tigo Pesa ni Zaidi ya Pesa

tigo

Buy Airtime

How To Buy Airtime With Tigo Pesa



How To Buy Airtime With Tigo Pesa App

- Open the Tigo Pesa App
- Select Top Up
- You can select to up to My phone to buy credit for yourself, select the other option to buy for your family or friends

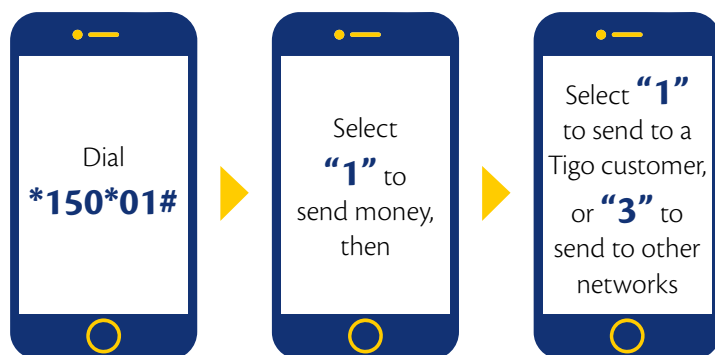
For further details please visit <https://www.tigo.co.tz/tigo-pesa>





Send & Receive Money

How to Send and Receive Money With Tigo Pesa



How to Send and Receive Money With Tigo Pesa App

- From Tigo Pesa App select send money
- You can select the contact from your phone book by tapping on choose or you can enter the person number.
- Enter amount and tap next
- You will see the page with the receiver name and to enter Tigo Pesa Pin to complete the transaction

Send and Receive money in East Africa

With Tigo Pesa, you can send and receive money with MTN Rwanda, Airtel Rwanda, MTN Uganda, Airtel Uganda and Safaricom Kenya.

For further details please visit <https://www.tigo.co.tz/tigo-pesa>

Get TIGO Pesa App



Install and Register the Tigo Pesa App in Easy Steps

A. Android Users

- Go to Play Store
- Search Tigo Pesa App
- Then Install

B. IOS Users

- Go to Apple Store
- Search Tigo Pesa App
- Then Install

For further details please visit <https://www.tigo.co.tz/tigo-pesa>

Tigo Pesa Self Care

How to get your Luku Lost Token

1. Dial *150*01#
2. Choose option 6, Self Care (My Account)
3. Select Number 7, LUKU Tokens

How to reverse a wrong transaction:

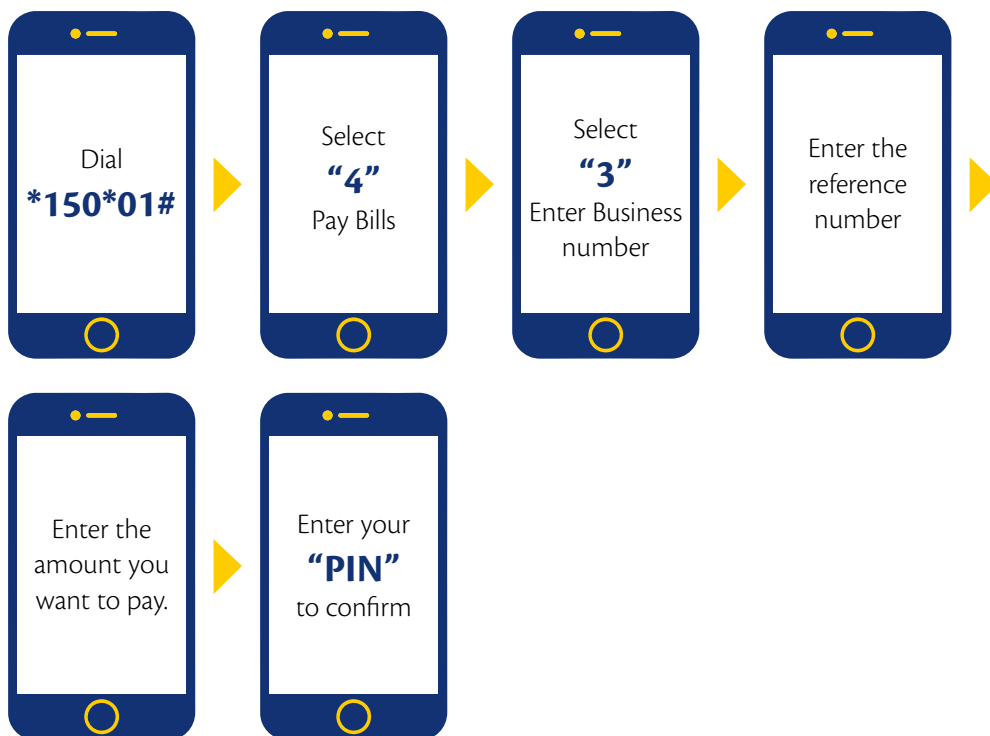
1. Dial *150*01#
2. Choose option 6, Self Care (My Account)
3. Select Number 1, Transaction Reversal
4. Choose the transaction you want to reverse from a list by selecting a number
5. Input your Tigo Pesa PIN to confirm.

How to approve a reversal transaction:

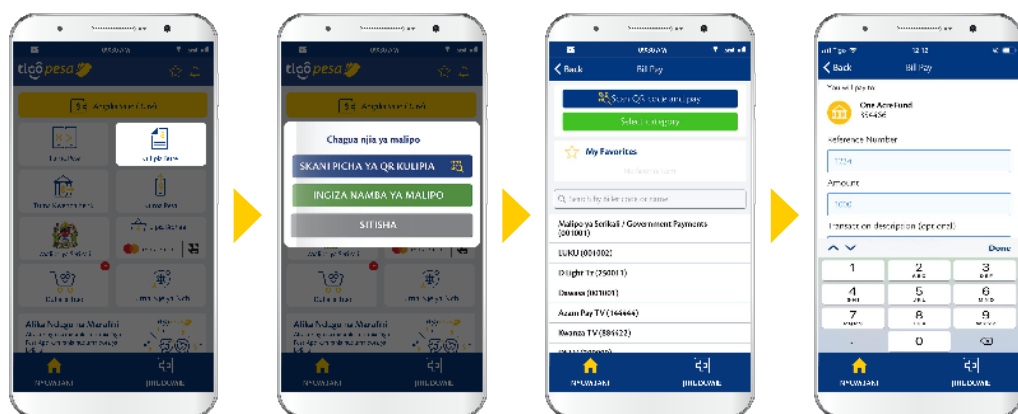
1. Dial *150*01#
2. Choose option 6, Self Care (My account)
3. Select number 2, Approve or Reject Reversal
4. Choose the transaction you want to reverse from a list by selecting a number
5. Input your Tigo Pesa PIN to confirm.

Pay Bills

By using USSD



By using Tigo Pesa APP



Products

Bima Mkononi



How to Enroll

- Choose your insurance type, premium and coverage duration from the table below
- Dial ***148*15#** and follow the simple instructions

Call today our toll free customer care 0659 071 001 for more information, assistance & claims

Coverage Plans and Premiums

HOSPITALIZATION INSURANCE

(Up to 2,200,000 TSh cover)

Bima Mkononi Hospital protects you and up to 5 of your children in case you are admitted to a hospital as an inpatient, paying you 40,000 TSh per night per individual admitted, up to a maximum of 55 nights in any calendar year and/or 2,200,000 Tshs.

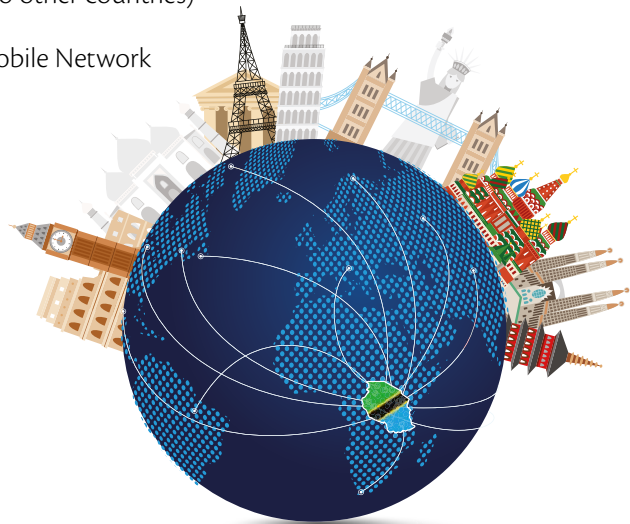
International Money Transfers

How to Send money to other countries via USSD:

- Dial *150*01#
- Select 1(send Money) then select 4(To other countries)
- Select "1" to send money, then
- Then Choose the country and the Mobile Network Operator you want send
- To approve Enter Tigo Pesa PIN

For further details please visit

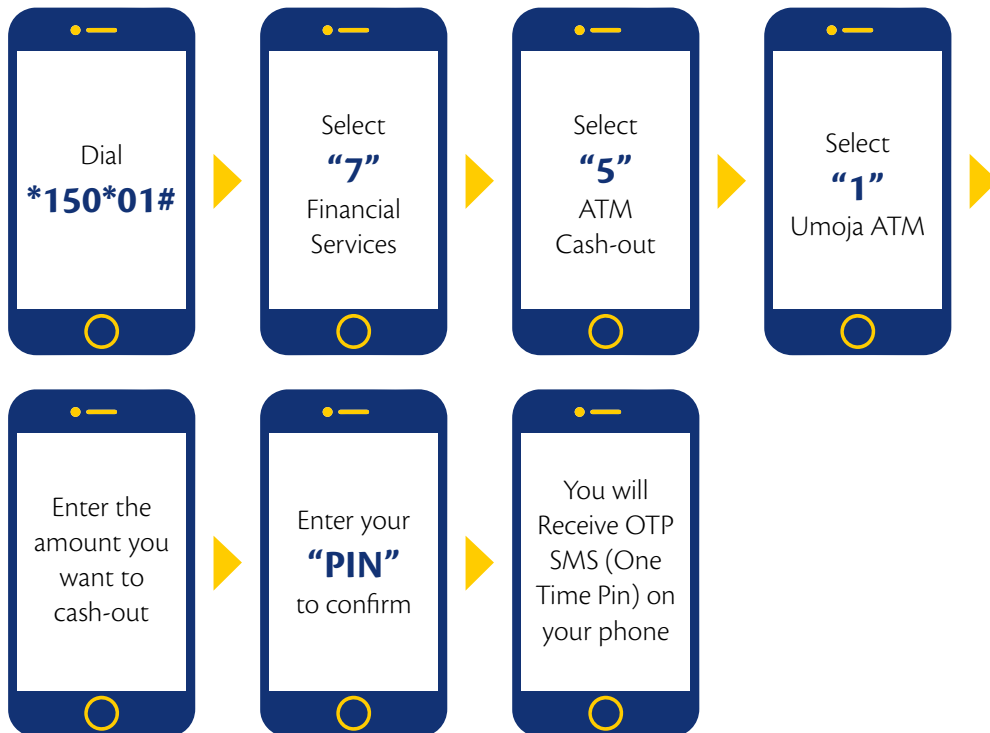
<https://www.tigo.co.tz/tigo-pesa>



ATM Cash Out

With Tigo Pesa now you can cash out money through more than 350 Umoja ATMs that are available across the country. It's as Easy as following the steps below;

On Mobile(Tigo Pesa Menu)



On Umoja ATM Machine

- On the Umoja ATM, Select Tigo Pesa button.
- Enter the Received OTP SMS code(One Time Pin).
- Enter Your Tigo Pesa mobile number 07XXXXXXXX or 06XXXXXXXX
- Select/Enter the same Amount that was cashed out from the Tigo Pesa Menu on the ATM.



Note:

One-time Pin lasts for 5 Minutes, you need to start the process when you are near an ATM
Tariffs and charges applicable when Tigo Pesa ATM Cash Out Services

For further details please visit <https://www.tigo.co.tz/tigo-pesa>



1. PRODUCT DESCRIPTION

Is a new digital payment service from Tigo Pesa that enables any customer from any network in the country to make payment of goods / services in an easy, secure, and fast way.

Merchant will have number codes and QR codes which will allow customers to pay by entering codes or scanning number codes.

2. USER JOURNEY

On USSD

- i). Enter in the Tigo Pesa Menu (*150*01#)
- ii). Select 5 (Lipa kwa Simu)
- iii). Select 1 (by Tigo Pesa)
- iv). Enter Merchant number
- v). Enter Amount to be paid
- vi). Enter Tigo Pesa PIN to complete payment.

On Tigo Pesa App

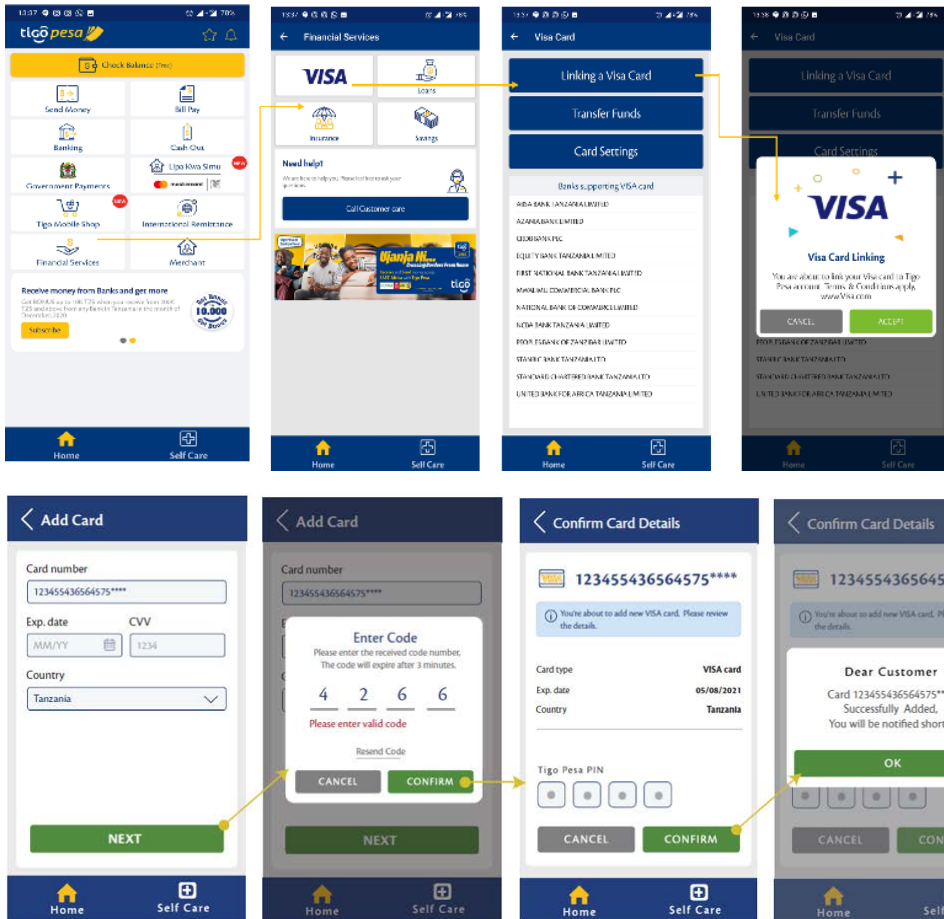
- i). Select Lipa kwa Simu button then put merchant code or,
- ii). Select Lipa kwa Simu button then Scan merchant QR code
- iii). Enter Amount to be paid
- iv). Enter Tigo Pesa PIN to complete payment.

3 TERMS & CONDITIONS

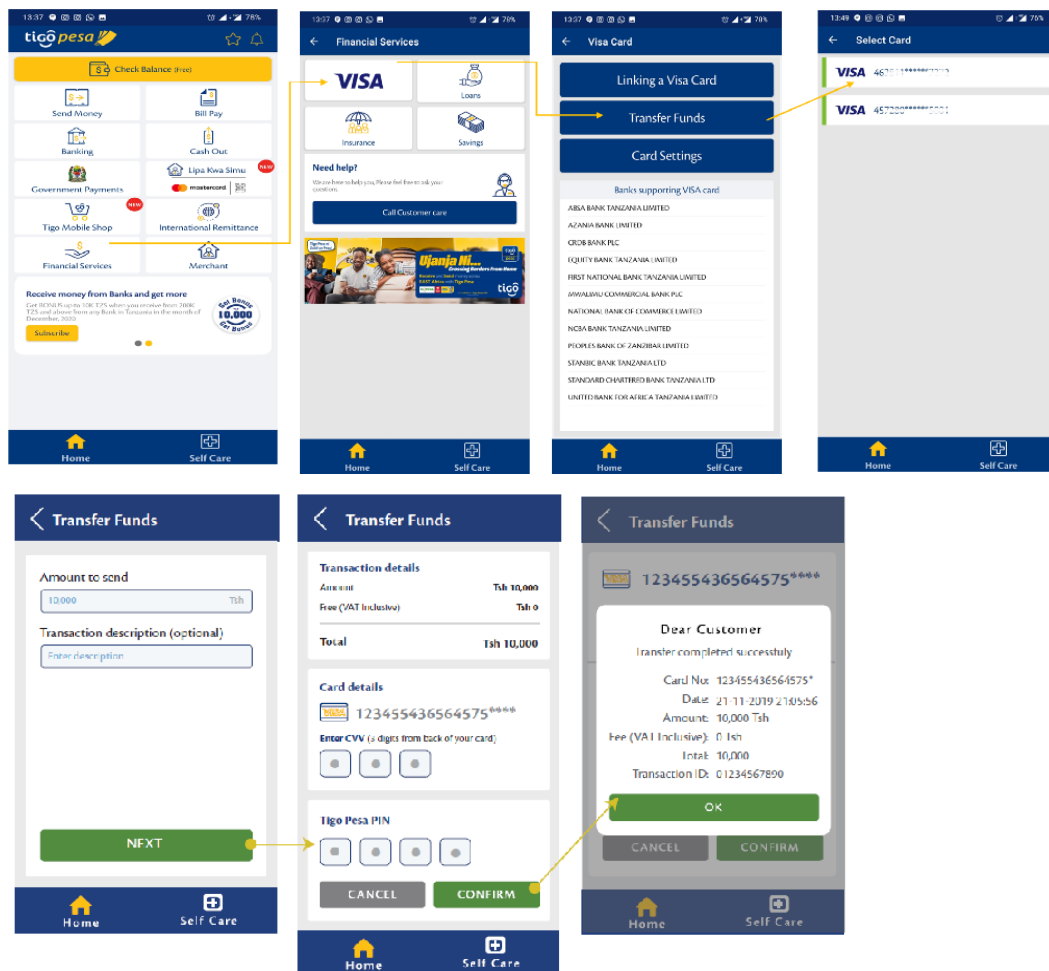
- This product can be used by any customer from any Mobile Network operator.
- Payments charges for customers from other networks are subjected to the discretion of the issuer
- Customers are eligible to pay amounts based on the standard limits (Not more than 5M per day)
- Tigo will not take part in any agreement between a merchant and customer.



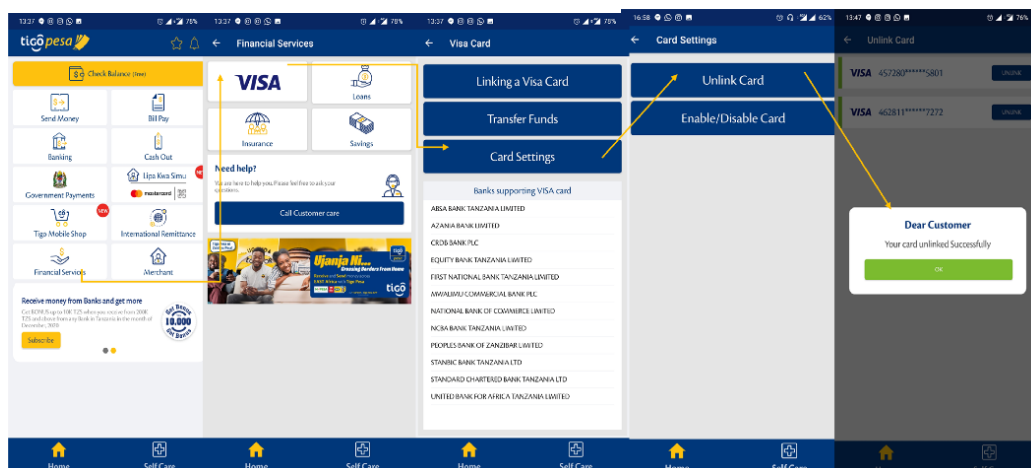
How to Link a Card



How to Transfer Funds



How to Unlink Card



Tigo Pesa and Visa partner to enable Tanzanian consumers move funds quickly and securely through Visa Direct. 9 million Tigo Pesa customers now able to move funds quickly and securely from their Visa card to their Tigo Pesa wallets using Visa Direct capabilities.

Tigo customers can now link their Visa card using their smartphones on Tigo Pesa APP or via Tigo Pesa USSD menu *150*01#. Once the card is linked, the card information is safely and securely stored. For subsequent transactions, customers will be able to move funds instantly, within the Tigo Pesa APP or Tigo Pesa menu *150*01#, from their linked Visa card(s) directly into Tigo Pesa wallets.



For further details please visit <https://www.tigo.co.tz/tigo-pesa>

Tigo Pesa Corporate Services

Tigo Pesa Collection Account

Open a Tigo Pesa Collection Account and become a Tigo Pesa Biller today! Collection Accounts are ideal for companies that provide goods and services on a recurring basis to customers across Tanzania.

Benefits of a Tigo Pesa Collection Account

1. Maximizes ease of payment for customers;
2. Reduces late payments;
3. Increases transaction efficiency; and
4. Decreases transaction cost.

To open a Tigo Pesa Collection Account and become a Tigo Pesa Biller, contact the Corporate Services Team at **0713 123 103** or use the contact form below.

Tigo Pesa Disbursement Services

Pay Multiple People at One-Go With Tigo Pesa:

Open a Tigo Pesa Corporate Solution Account and make secure and efficient payments to groups of people dispersed across Tanzania at one time.

Corporate Solution Accounts are ideal for salary payments and other recurring payments to groups of people large or small.



Benefits of a Tigo Pesa Corporate Solution Account

1. Reduces reliance on the availability of banks and ATMs in rural locations;
2. Send money to any operator in Tanzania just by click of button;
3. Greatly reduces risk of transporting and dispensing cash;
4. Reduces payment administration costs;
5. Maintains proof of payment; and
6. Customer name confirmation before payment are sent out.

To open a Tigo Pesa Disbursement Account, contact the Corporate Services Team at **0713 123 103** or visit <https://www.tigo.co.tz/tigo-pesa>

Tigo Nivushe

Tigo Nivushe is a loan product allowing customer(s) who are registered on Tigo Pesa to borrow for short-term ranging between 7 and 90 days. There are two varieties currently which namely are Access Loans (7/14/21/30 days) and Instalment (60 and 90 days) ranging from 5,000 to 1 Million by loan size.

Interest varies depending on tenure, number of loan and repayment behavior along with scoring on activity in Tigo Pesa services and GSM/Mobile activity.

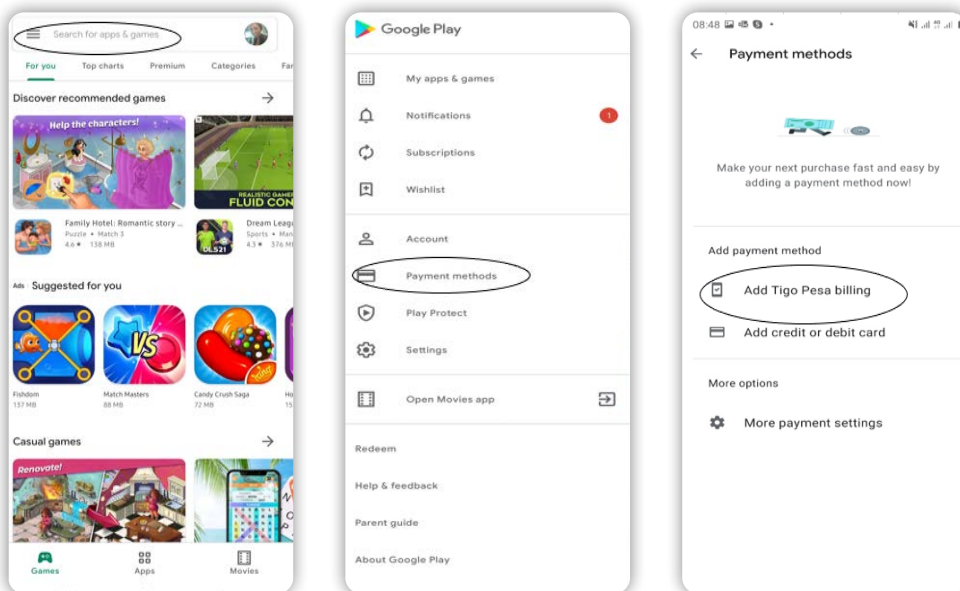
For further details please visit <https://www.tigo.co.tz/tigo-pesa>

Google Play Payment

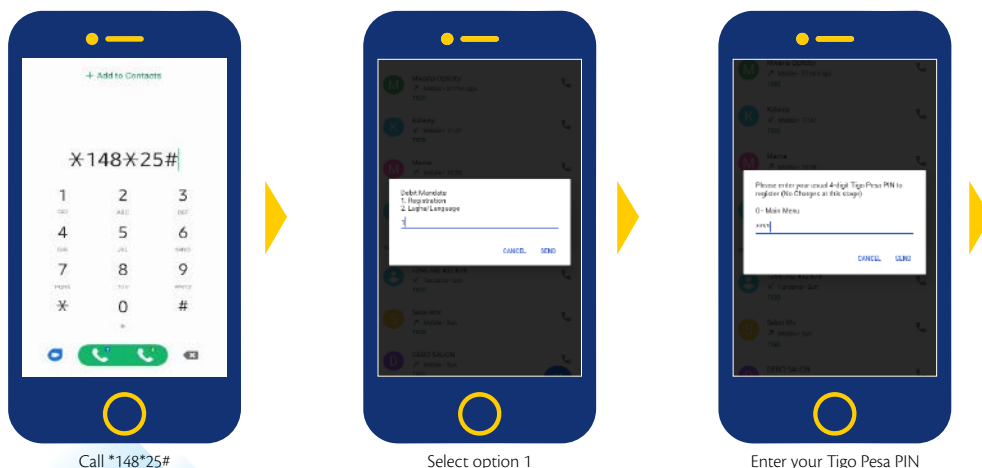
Tigo Pesa in partnership with Google enables our customers who purchases Google content online in a safe, easier and convenient way. A customer must have a connected to Tigo internet Sim card. There are three ways in which the customer can register/ set up with this service and these are as mentioned below;

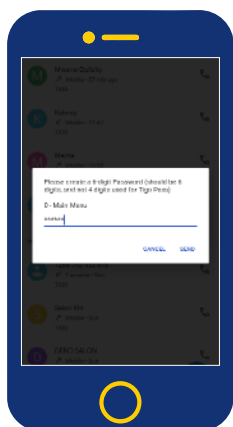
- i). Through Google Play store
- ii). Through USSD(*148*25#)
- iii). In App purchase (games, movies, other contents available)

Through Google Play store



Tigo Pesa Billing First Time Users - Registration Process (USSD).

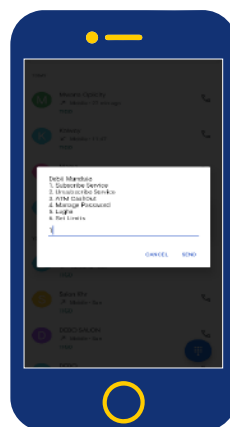




Create your password



Confirm your password



Select option 1



Select option 2

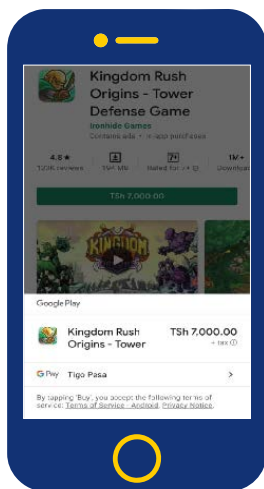


Select option 4

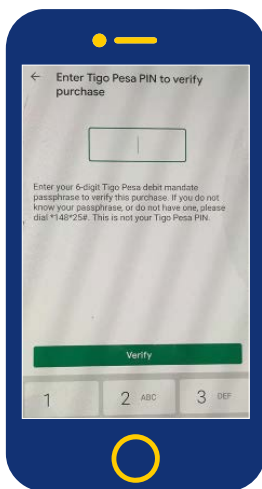


Confirmation message

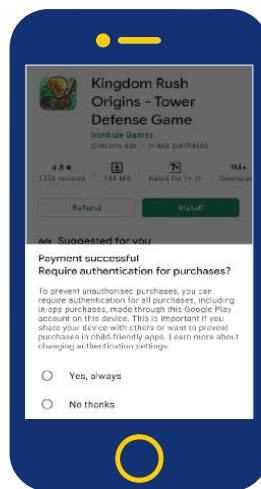
Registered users Google Content Purchase (Steps)



Choose your game



Enter your PIN



Payment successful

For further details please visit <https://www.tigo.co.tz/tigo-pesa>

VAS Services

1. SOKA TRIVIA



SOKA is a trivia-based promotion aimed at rewarding Tigo customers with amazing prizes. The campaign is designed to leverage on general knowledge to soccer content.

Call to Action:

Send **SOKA** to **15670** or visit www.tigosports.co.tz

Service Charges:

TZS 99/SMS

Available Prizes:

Winners will receive cash Prizes, devices etc for more information refer to the Tigo website www.tigo.co.tz

How to Deactivate:

Send **ONDOA SOKA** to **15670**

Term and condition:

Refer to the Tigo website www.tigo.co.tz

2. MUZIKI TRIVIA

Chemsha Bongo it's a SMS Trivia campaign on music and entertainment for Tigo customers which has different kind of prizes to be won.

Participants on this promotion should have knowledge about music, musicians and news about music.

How to subscribe to the service:

Send a keyword **MUZIKA** to **15571**

Service Charges:

TZS 100/SMS

Available Prizes:

Winners will receive cash Prizes, devices etc for more information refer to the Tigo website www.tigo.co.tz

How to Deactivate from the service:

By sending a keyword **ONDOA MUZIKA** to **15571**

Term and condition:

Refer to the Tigo website www.tigo.co.tz

3. RELIGIOUS PORTAL

Religious Portal service is an IVR service that gives customer access to enjoy religious contents in voice mode. Customer can subscribe to service and choose either Christianity or Islamic

How to Subscribe Religious Portal service:

Dial **0901656667** and follow the simple instructions.

How to Unsubscribe from Religious Portal:

To unsubscribe from the service, the customer will have to send key word **ONDOA** to **0901656667**.

How much does the service Charge:

Service charges **TZS 99/day**

Term and condition:

Refer to the Tigo website www.tigo.co.tz

4. VOICEMAIL



Voice Mail is an audio message that subscribers record and leave to be stored the called party mobile which they can be retrieved by the message being playback from the phone of called party.

How to Subscribe Voice Mail:

Send the word **VOICEMAIL** to **15095**

How to Unsubscribe from Voice Mail:

Send the word **ONDOA** to **15095**

How much does the service Charge

Service is FREE they are no charges involved

Term and condition:

Refer to the Tigo website www.tigo.co.tz

5. STORY BOX



We all love a great story. From thrillers and love stories to educational and historical stories, Story Box has something for everyone. You can subscribe to stories and get new episodes daily

or buy the entire story and listen to episodes at your own convenience.

How to Subscribe Story Box service:

Dial 0901656564 and follow the simple instructions.

How to Unsubscribe from Story Box:

To unsubscribe a customer will send a specific keyword of the story subscribed, Example send: **ONDOA HADITHI12A** to **15668**.

How much does the service Charge:

- This service has daily charges with tax
Inclusive Rates:
 - Per 5-minute episode = TZS 50.
 - Per 10-minute episode = TZS 100.
 - Per 15-minute episode = TZS 150.
 - Per story = TZS 1,200 by Tigo Pesa or TZS 1,300 from your main balance.

Term and condition:

Refer to the Tigo website www.tigo.co.tz

6. TIGO BEATZ



Express yourself with Tigo Beatz! Use Ring back Tones to personalize the waiting tone your caller hears when they call you. Instead of the boring standard ring sound, treat your callers to your favorite song. Tigo Beatz offers hundreds of Ring back Tones for you to choose from.

How to Subscribe Tigo Beatz:

IVR - Dial 0901656161 anytime to listen, buy and set up Tigo Beatz. Send corresponding letters to 15050, Example Send: CW to 15050

Term and condition:

Refer to the Tigo website www.tigo.co.tz

7. LEND ME SERVICE

Lend Me Service is a service offered by Tigo that allows customers to get Airtime or package loan when they run out of balance or with insufficient balance. This service is available for Tigo Prepaid Customers who are eligible for loan services.

Conditions to Get a Loan:

- Tigo prepaid customer
- Available on network at least 90days
- Recharge of 2000Tsh per month for 3 months in a row

Availability and channels:

IVR and USSD (*147*00#, *148*00#, *149*49#)

Term and condition:

Refer to the Tigo website www.tigo.co.tz

8. TIGO GAMES



A mobile platform service which enables a customer to play as many games as they want. These games can help you relax also refresh from a busy day or boredom.

How to Subscribe to Game land:

- Visit <http://mv1.in/tg/gm> OR
- Send either of below keywords to **15668**
 - **GAMESD**- For TZS 99/daily subscription
 - **GAMESW**-For TZS 499/weekly subscription
 - **GAMESM**-For TZS 999/monthly subscription

How to Unsubscribe from Game land:

Send either of below keywords to **15568**

- ONDOA **GAMESD**
- ONDOA **GAMESW**

● ONDOA GAMESM

Term and condition:

Refer to the Tigo website www.tigo.co.tz

9. TIGO GRADUATE TRIVIA



TIGO Graduate Program it's a SMS Trivia campaign on General Knowledge questions for Tigo customers which has different kind of prizes to be won. Participants on this promotion should have general knowledge about various staffs such as arts, science, history etc.

How to Subscribe to the service:

Subscriber will send a keyword **GRAD** to **15572** will be charged **TZS 150/sms**.

Available Prizes: Winners will receive cash Prizes, devices etc for more information refer to the Tigo website www.tigo.co.tz

How to Unsubscribe from the service:

Send a keyword **ONDOA GRAD** to **15572**

Term and condition:

Refer to the Tigo website www.tigo.co.tz

10. TIGO LUCKY VIDEO QUIZ



This is a portal that provides video quizzes for Tigo customers to answer and accumulate points and win cash prizes. The video questions

are based on the general knowledge. This is a trivia-based service that provides prizes to the winners.

How to Subscribe to the service:

- Follow the link <https://theluckyquiz.com>
- A customer will send a keyword **QUIZ** to **15724** will be charged TZS 300 and will receive 15Coins.

Service Charges:

Buying Coins to be used in the service its charges are as follows by sending a keyword.

- QUIZ300 - 15 coins for TZS 300
- QUIZ200 – 10 coins for TZS 200
- QUIZ100 – 5 coins for TZS 100

Available Prizes: Winners will receive cash Prizes, devices etc for more information refer to the Tigo website www.tigo.co.tz

How to Unsubscribe from the service:

Subscriber will send a keyword **ONDOA QUIZ** to **15724** or through the portal.

Term and condition:

Refer to the Tigo website www.tigo.co.tz

11. TIGO KANDANDA

KANDANDA is a trivia-based promotion aimed at rewarding Tigo customers with amazing prizes. The campaign is designed to leverage on general knowledge to football content.

How to Subscribe to the service: A customer will send a Keyword **KANDANDA** to **15713**

Service Charges: TZS 100 will be charged to each SMS replied by a subscriber.

Available Prizes: Winners will receive cash Prizes, devices etc for more information refer to the Tigo website www.tigo.co.tz

How to Unsubscribe from the service:

By sending a keyword **ONDOA KANDANDA** to **15713**.

Term and condition:

Refer to the Tigo website www.tigo.co.tz

12. TESTI ZALI



This is SMS lottery service whereby Tigo Customers (Prepaid & Hybrid) stands a chance to win up to 200M. In this promotion Tigo customers the stand to win different varieties of cash prizes.

How to Subscribe to the service:

- SMS channel – send a keyword **ZALI** to **15305**
- USSD channel – use ***147*00#** choose (9) others, (2) entertainment then select zali.

Service Charges:

- On demand send **ZALI1** – TZS 300 per SMS
- Weekly send **ZALI7** – TZS 1800 for 7 tickets
- Monthly send **ZALI30** – TZS 6000 for 30 tickets

Available Prizes: Winners will receive cash Prizes, devices etc for more information refer to the Tigo website www.tigo.co.tz

How to Unsubscribe from the service:

Send a keyword **ONDOA** to **15305** to unsubscribe from the service.

Term and condition:

Refer to the Tigo website www.tigo.co.tz

Tigo Home Internet Service



Home Internet offered by Tigo allows you to enjoy using the Router/Modem with a completely best experience. You can control your Router and Modem straight from your mobile phone and enjoy 4G+ Home Internet by Tigo.

The Home Internet offer by Tigo will allow you to enjoy using the Router/Modem with a completely better and unique experience, through **Tigo Pesa App and internet portal:**

- You can check your MB balance
- You can check your Airtime
- You can buy Home Internet packages for your Router/Modem and for a friend
- You will receive information and any relevant notification related to your Router/Modem on your Tigo mobile line

What make this Home Internet by Tigo unique and first of its kind is this experience where you can control your router/modem from your own Tigo mobile line.

- i) You don't need to remove your SIM card from your router/modem to check your Mb balance, or reload airtime or buy Internet.
- ii) You don't need to use your smartphone as router/modem anymore, because you will be able to have a full control of your router/modem from your own Tigo mobile line.

You'll be able to view and keep track of your data balance, buy packages with a very simple way through Tigo Pesa App and internet portal **"internet.tigo.co.tz"**.

How to get Home Internet by Tigo

- To use Home Internet service, you must join / activate the service by visiting any of our Tigo shop.

How to buy subscription for Tigo Home Internet

Ans: You can buy subscriptions from:

- Tigo Pesa App
- *147*00#
- www.internet.tigo.co.tz



Frequently Asked Questions

Qn: What do I need to join Tigo Home Internet?

Ans: You need to have the following:

- Tigo SIM card on your mobile phone
- You would require another Tigo SIM Card for your Tigo Home Internet device.
- Tigo Home Internet device (Modem/Router)
- Active Tigo Pesa account
- Download Tigo Pesa App

Qn: What benefits do I get when I join Tigo Home Internet?

Ans: You will get the following benefits:

- Check balance in real time: MBs and minutes (if you subscribe to a bundle that come with minutes)
- Check balance Airtime
- Validity of your packs
- Buy a pack to your Router/Modem
- Buy a pack to other Router/modem (if for example a friend requested you to buy for him)
- Receiving information and any relevant notification related to your Router/Modem on your Tigo mobile SIM

Qn: Where can I get Tigo Home Internet?

Ans: You can get from any Tigo Shop

Qn: I already have a modem/router from Tigo, how do I join Tigo Home internet?

Ans: Please visit any nearest Tigo Shop to get support.

For terms and condition, support, more information please visit www.tigo.co.tz or call 100



The Right Partner Takes you Higher or The Right Partner Makes all the Difference or The Right Partner Will Propel you to New Heights

When you need to grow, expand and spread your message, you need a partner you can rely on. Tigo Business delivers solutions that will make your business more efficient, sustainable and secure so you can focus on broadening your horizons. Tigo Business provides fully tailored solutions to propel your venture leagues ahead. With our solutions, we keep business secure.

OUR RANGE OF SERVICES WILL SET YOU APART

MOBILE SOLUTIONS

Tigo Business Postpaid & Hybrid

A business cannot grow without mobility. With Tigo Business, there is a plan for every size business and organization. Whether you are looking to reduce costs for interoffice or inter-employee communications or want to get an affordable voice bundled with data, Tigo is there to help.

- Widest 4G+ coverage in Tanzania
- Attractive bundled minutes, on-net and off-net
- Closed User Group (CUG)
- Flexible billing options
- Voicemail
- International Roaming with more than 450 partners worldwide
- Postpaid, Hybrid and Prepaid plans
- Self care portal to manage bill payments & service subscriptions

4G+ Data

Tigo offers the widest 4G+ LTE voice and data coverage in the country. No matter where you are, you can be rest assured, your communications will never stop. With different plans to suit every need, our combination or stand alone data plans are tailored specially for you.

Zero Rated Data:

Incentivize your customers to easily access your App or website without paying for data with our Data Zero-rating service

CUG

Managing the cost of communication between your employees just got easier with Tigo Business. Closed User Group – a FREE solution that enables closer collaboration, tighter group integration and increased productivity amongst your employees. Tigo CUG provides your business with unlimited calling between your employees on the Tigo network and since packages are designed around your business needs, you know you are always getting the best value.

International Roaming

With Tigo Business, you can stay connected to the people and things that matter to you wherever you travel in the world. You can use your Tigo mobile to make and receive calls and to send and receive text messages while traveling in Africa and throughout the world. We have roaming agreements with more than 450 partners across 150+ countries, so that no matter where you go, you are covered. Relax, feel free to use your phone as you do at home with Tigo Business.

MACHINE-TO-MACHINE (M2M)

Automate your business connectivity for improved efficiencies with Tigo Private APN's

Tigo's M2M services connects machines, devices and appliances wirelessly to the internet, turning them into intelligent assets that open up new possibilities for how businesses operate and grow, whilst improving customer satisfaction. Tigo Managed Connectivity services allow the automation of the communication process between machines anytime, anywhere, enabling increased productivity, quicker decision making, prevent revenue leakage and reduced costs.

Tigo Managed Connectivity service is designed to help you accelerate adoption and rollout of new connected products such as vehicle telematics, fleet management, electronic metering, asset tracking and remote telematics.

The Managed Connectivity platform provides real time diagnosis for all your connections, which identifies issues before they impact your business, keeping your organization ahead of the game.

Why Tigo M2M Managed Connectivity?

- Enables customers to save time and money by optimizing business processes
- Accurate information is delivered in real time, enabling quicker business decisions
- Enabling organizations across industries to engage with their customers in new and innovative ways
- Enables proactive maintenance models rather than 'break-fix', reducing downtime
- Generation of new and incremental revenue
- Enables our customers using vehicle services to achieve fuel efficiencies, manage driver behavior and reduce emissions

INTERBRANCH CONNECTIVITY

Tigo has a country wide fiber network delivering high speed data to large banks and other clients that rely on mission critical infrastructure for business continuity. Offering local as well as international voice and data services, Tigo is the partner of choice when it comes to connectivity solutions.

Benefits:

- LOCAL PRESENCE WITH A GLOBAL REACH
- FULLY MANAGED WITH INDUSTRY STANDARD SLA'S
- CHOICE OF CONNECTIVITY SOLUTIONS
- HIGH CAPACITY NETWORK TO MEET ANY DEMAND

DEDICATED INTERNET ACCESS

Reliable, high quality internet connectivity for your business

If you need absolute, guaranteed reliability and security, a Dedicated Internet Access (DIA) is the right choice for your business. You'll get a fully dedicated connection, over an unshared and uncontended line, directly into the Tigo Business network. Tigo Business network meets the most stringent corporate security requirements for link encryption, information integrity and confidentiality, ensuring that your information is always protected.

Tigo Business management of the Wide Area Network (WAN) and Global Internet Peering (GIP) provides enterprises with maximum control over service resilience and quality, translating directly into a commercial advantage. Our engineering and operational experience has led to a consistent and proven record of delivery of carrier grade reliability and performance that is assured through our Service Level Agreement (SLA).

Why Tigo Business's Dedicated Internet:

- DIA is delivered seamlessly on Tigo's Backbone Network to your premise(s)
- Tigo Business architecture can provide fully diverse paths for a fully redundant 'Always on' Service
- DIA is delivered via a fully resilient internet backbone with best in class IP peering
- Tigo's DIA offers dedicated, guaranteed bandwidth for high priority business applications
- The dedicated link to your premises is using secure encryption mechanism ensuring a secure transport at all times
- World-class network quality and reliability supported by a proven pedigree of service with the world's premier carriers
- Leading Service Level Agreements (SLA's) guaranteeing delivery and service availability
- Dedicated connectivity with high availability and low latency. Easily upgradeable to higher speeds

Global and Domestic Private Line Services

Enjoy greater volumes and bigger savings with your own private network. Whether you are moving data from headquarters to an office branch or from Tanzania to locations throughout the globe, Tigo Business delivers this service via its highly reliable network using fiber optics technology further backed up by a country wide Microwave network. The service can be configured to add data path protection to provide high levels of resilience and ensure maximum availability.

- Delivered over Tigo's world-class backbone network
- Highly flexible and provides your company with its own private network
- Domestic Private Line Service is scalable for growth for converged data needs



- International Private Line Service is a one stop shop for global connectivity through our partner network of Tier One suppliers
- Private data network provides superior quality of service to support delivery of different traffic types

SIP TRUNKS

Reliable voice communication solutions for Large Enterprises

Tigo provides both SIP trunks and E1 connectivity to large enterprises for their voice needs. With as little as 1 trunk to as many as required, the network is built to scale and thus is suited to handle large amounts of traffic. Large call centers as well as companies making a high volume of voice calls, Tigo can provide voice connectivity through both IP as well as traditional TDM E1 access.

Why Tigo Business's Fixed Voice Services:

- Allows for handling of very large volume of calls
- Available in both SIP and E1 configuration
- Itemized billing
- Low cost option on large volumes
- DID option available
- Increases your company's profitability
- Streamline your communications
- 24/7 help desk provides continuous support

CLOUDS AND DATA CENTER CO-LICATION SERVICES

DATA CENTRE CO-LOCATION

Keep your data and infrastructure secure at our world-class Tier III facility.

Protect your company's vital information at the first Tier III certified data center in Tanzania. This highly secure facility is the best choice for organizations to co-locate their critical servers and infrastructure components. Hurricane and earthquake resistant, with armed security, video surveillance and biometric access, our facility offers the safest way to store your data from colocation, to fully managed production or disaster recovery environments.

Any medium or large organization can avail of our highly secure facility, immune to natural disasters with always-on power, fitted with a rich set of diverse local and international communications services. With multiple carriers for both metropolitan and internet connectivity, plus two highly secure and isolated power supplies with back-up generators, the center doesn't just keep your data secure when disaster strikes, but ensures it is continuously available.

Why Choose to Co-locate with Tigo Business

- Ensures continuous access to your information through multiple carriers
- Maintains a world-class environment, closely monitored for temperature and humidity
- Saves money on maintaining a separate facility for co-location
- Gives you access to hot desks, conference room facilities and offers DR contingency plans

- Gives you the benefits of our global IP network structured cabling and cross connect
- Professionally monitored 24/7 support

Cloud Services

Manage your technology in the most cost-effective, flexible and responsive way possible with Tigo Cloud & Data Center Services. You'll enjoy immediate access to a complete computing environment without the costs and risks of building it and maintaining it yourself. And, all your infrastructure, server hardware and software licensing is instantly taken care of. This frees up your IT staff for more interesting tasks; like how to grow your business.

Using all the latest technologies, Cloud Services will keep your company fully supported, running smoothly and one step ahead of the rest.

By utilizing these services, your business can benefit from:

- THE ONLY TIER III CERTIFIED FACILITY IN TANZANIA
- ANYWHERE, ANYTIME ACCESS TO BUSINESS APPLICATIONS
- CARRIER NEUTRAL FACILITY
- MANAGED IAAS OR COLOCATION SERVICES

VALUE ADDED SERVICES

Bulk SMS (International and local)

Run promotions or send reminders with a fast and secure connection for sending bulk SMS directly your customers (international or local SMS)

USSD SHORCODE

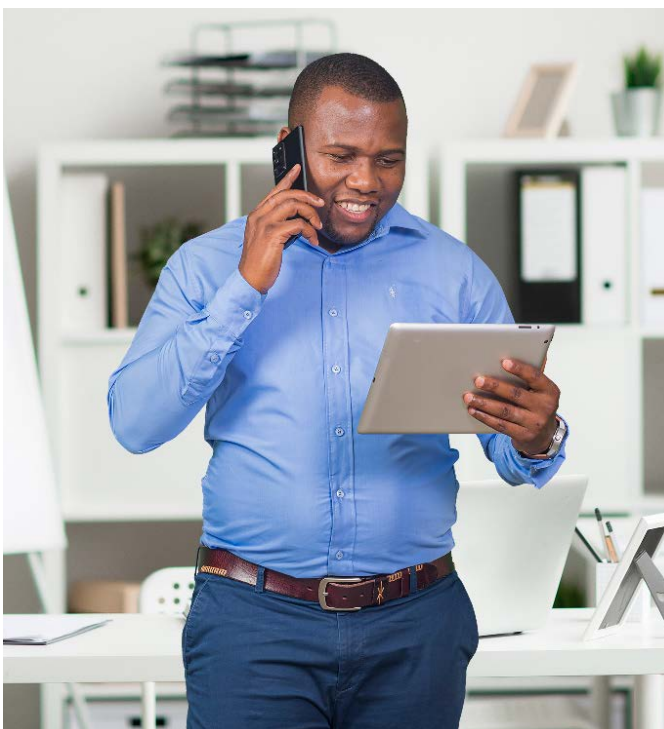
Let your customers access your USSD shortcode for free and make transactions. Allow your company to get visibility via real time report that can be accessed at any time.

SMS SHORTCODE

Let your customers access your SMS shortcode for free and communicate any offer and keep your customers informed and move your customers attention to your core service.

Benefits

- Communicate efficiently and affordably with your customers
- Ease of access to our bulk SMS solution through a secure SMPP protocol
- Access to real time reporting
- Guaranteed 24/7 uptime



TIGO BUSINESS ESCALATION MATRIX

Mobile Escalation Matrix

Function	Full Name	Phone Number	E-mail ID
Tigo Business Support	Tigo Business Support	0711100101	tigobusiness@tigo.co.tz
		101	

Fixed Escalation Matrix

	Escalation Level	Function	Full Name	E-mail ID
TECHNICAL OPERATION	1	NOC Engineer	NOC Engineer On Duty	noc.list@tigo.co.tz
			NOC Line Manager	noc@tigo.co.tz
	2	Service Delivery	B2B Service Delivery	b2btech@tigo.co.tz



Voice
Solutions



Connectivity
Solutions



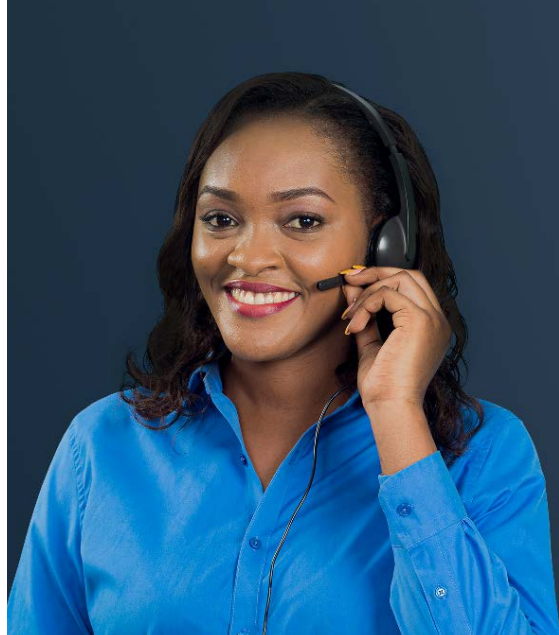
Cloud
Services



Advanced
Services

Customer Operations

- **Call our call centre by dialling 100/101/0714100100.**
- **Do not follow any instructions about Tigo services if the number used to call you is not 100**
- **Log your queries via our Digital platforms**
 - Facebook: www.facebook.com/TigoTanzania
 - Twitter: www.twitter.com/tigo_tz
 - Instagram: www.instagram.com/tigo_tanzania/
 - WhatsApp: [0714100100](https://wa.me/0714100100)
- **Other channels to submit your queries:-**
 - Email to complain@tigo.co.tz
- **Get our packages menu by dialing *147*00#**
- **Get your detailed balance for airtime and packages by dialing *102# for Swahili and *103# for English**
- **Self-care options:**
 - Reversal for the money sent to a wrong person
 - Dial *150*01#, choose number 6, Self-Care (Account & Balance),
 - select number 1 "Transaction reversal,
 - Select the transaction you want to reverse on the list and approve using your PIN
 - To retrieve Luku token which was not received or deleted
 - Dial *150*01#, choose number 6, Self-Care (Account & Balance),
 - Select number 7 "Luku Tokens"
 - Select the transaction of the token you want to retrieve in the list and approve using your PIN
 - PUK IVR
 - Dial IVR 100 with any other Tigo number.
 - Select 5 "To get your PUK"
 - Enter 10 digits mobile number for the number which need PUK
 - Enter 19 digit numbers which are printed on your SIM card
 - IVR will read your PUK
 - PUK USSD
 - Dial *147*00# using another Tigo Phone number to request your PUK
 - Select number 10 Customer care



- Select number 8 PUK
- Enter your phone number requesting PUK
- Enter your NIDA number
- You will receive SMS with your PUK number.

Remember: Ten (10) wrong inputs of PUK will get your SIM Card Blocked

- o Internet settings
 - Dial our IVR 100 with the phone which require internet setting.
 - Select 6 "To get internet setting"
 - Internet Settings will be sent direct to your phone
- o To know list of numbers registered with your NIDA ID
 - Dial *106#
 - Select 2 and follow the instructions

Please find below list of the walking where you can visit to get Tigo services

Shop Name	Region	Zone
Aim Mall	Arusha	North
Bluerock	Arusha	North
Karatu	Arusha	North
Sokoine	Arusha	North
USA RIVER	Arusha	North
Buguruni	Dar-es-Salaam	Coast
Jm Mall	Dar-es-Salaam	Coast
Kariakoo	Dar-es-Salaam	Coast
Kigamboni	Dar-es-Salaam	Coast
Makumbusho	Dar-es-Salaam	Coast
Manzese	Dar-es-Salaam	Coast
Masaki	Dar-es-Salaam	Coast
Mbagala	Dar-es-Salaam	Coast
Mlimani City	Dar-es-Salaam	Coast
Nkrumah	Dar-es-Salaam	Coast
Shekilango	Dar-es-Salaam	Coast
Tandika	Dar-es-Salaam	Coast
Tegeta	Dar-es-Salaam	Coast
Dodoma	Dodoma	North
Kibaigwa	Dodoma	North
Kondoa	Dodoma	North
Nyerere Square	Dodoma	North
UDOM	Dodoma	North
Geita	Geita	Lake
Iringa	Iringa	South
Mafinga	Iringa	South
Biharamulo	Kagera	Lake
Bukoba	Kagera	Lake
Ngara	Kagera	Lake
Katavi	Katavi	South
Kigoma	Kigoma	Lake
Hai	Kilimanjaro	North
Moshi	Kilimanjaro	North
Moshi DSF	Kilimanjaro	North
Same	Kilimanjaro	North



Our branches

Lindi	Lindi	Coast
Babati	Manyara	North
Kiteto	Manyara	North
Mbeya	Mbeya	South
Ifakara	Morogoro	Coast
Kilosa	Morogoro	Coast
Morogoro	Morogoro	Coast
Masasi	Mtwara	Coast
Mtwara	Mtwara	Coast
Musoma	Musoma	Lake
Mwanza	Mwanza	Lake
Mwanza Rock City Mall	Mwanza	Lake
Sengerema	Mwanza	Lake
Ukerewe	Mwanza	Lake
Njombe	Njombe	South
Ikwiriri	Pwani	Coast
Kibaha	Pwani	Coast
Kahama	Shinyanga	Lake
Shinyanga	Shinyanga	Lake
Bariadi	Simiyu	Lake
Manyoni	Singida	North
Singida	Singida	North
Songea	Songea	South
Tunduma	Songwe	South
Sumbawanga	Sumbawanga	South
Nzega	Tabora	Lake
Tabora	Tabora	Lake
Urambo	Tabora	Lake
Handeni	Tanga	Coast
Korogwe	Tanga	Coast
Tanga	Tanga	Coast



Our branches

tigo