



OUR PROMISE TO YOU

We commit to deliver superior products and customer experiences that are Simple, Transparent and Honest for you!

We promise to

- Be pleasant and professional while interacting with you.
- Create a simple and personalized digital experience.
- Empower you through Self Service.
- Endeavour to provide a reliable, safe, and secure M-PESA experience.
- Acknowledge your complaints within 2 hours and respond within 24 hours.
- Attend to you within *5 mins when you interact with us.
- Provide an 'always on' superior network.
- Be confidential by always upholding your privacy.
- Listen to your views and suggestions to serve you better.
- Acknowledge your requests for further technical intervention and provide resolution time as follows

Services	Resolution Time	Services	Resolution Time
Voice Services	24 Hours	Financial Services (M-PESA, Fuliza etc.)	12 to 168 Hours
Data Services	24 to 48 Hours	*Fixed Data	2 to 120 Hours
Value Added Services (SKIZA, Bonga, App etc.)	6 to 72 Hours	Billing Services	24 to 48 Hours
SIM Card	6 to 72 Hours	Enterprise Business	24 to 120 Hours

* Digital services may be affected by device type, query volumes, system latency and technical downtimes outside of Safaricom control.

* Fixed Data Services do not include new Fiber roll out or Last mile connection.

Contact us on

 @SafaricomPLC, @Safaricom_care
  Safaricom PLC, Zuri: fb.watch/nqdLnK3qnj/ or Safaricom Zuri Whatsapp no: 0722000100