

Product/Service		
*170#		
Serial No.	Issue/Complaint Type	SLA
10001	Account debited but wallet not credited (A2W Failure)	72 Hours
10002	Double Deduction on Account	72 Hours
10003	E-levy Charges	30 Days
10004	Failed Bank Transfer	72 Hours
10005	Other Account Linkage (*170#) Failed Transaction Complaint	72 Hours
10006	Wallet debited but bank account not credited (W2A Failure)	24 Hours
Product/Service		
*924#		
Serial No.	Issue/Complaint Type	SLA
10007	Account debited but airtime not received, or service not rendered	24 Hours
10008	Account Debited but Recipient Account Not Credited (A2A Failure)	72 Hours
10009	Account debited but wallet not credited (A2W Failure)	72 Hours
10010	Double Deduction on Account	72 Hours
10011	E-levy Charges	30 Days
10012	Failed Bank Transfer	72 Hours
10013	Other USSD (*924#) Failed Transaction Complaints	48 Hours
10014	Successful transfer to a wrong wallet	17 Days
10015	Wallet debited but bank account not credited (W2A Failure)	24 Hours
10016	Wallet debited but terminal not credited (NLA)	48 Hours
10017	Wrong Transaction (e.g Airtitime top up instead of Mobile Money or Vice Versa)	17 Days

Responsible Department
E-BANKING OPERATIONS
Responsible Role
E-Settlement Officer
Escalation 1
augustina.okai
Escalation 2
raymond.ekpale
Escalation 3
ziblila.atchulo