

# UTL SIM REGISTRATION AND M-SENTE MOBILE MONEY FORM

SERIAL # \_\_\_\_\_

SUBSCRIBER TYPE  INDIVIDUAL  COMPANY / CORPORATE/BUSINESS



uganda telecom  
It's all about U

MOBILE NUMBER\* \_\_\_\_\_ OTHER NUMBER \_\_\_\_\_

SURNAME\* \_\_\_\_\_ MIDDLE NAME \_\_\_\_\_

FIRST NAME\* \_\_\_\_\_ GENDER\*  MALE  FEMALE

OCCUPATION \_\_\_\_\_ DATE OF BIRTH\* \_\_\_\_\_ DD MM YYYY

USER IS A MINOR (UNDER EIGHTEEN (18) YEARS OLD). (DETAILS OF MINOR TO BE ENTERED BY GUARDIAN OR PARENT):\*

AFFIX PHOTO  
HERE \*

SURNAME\* \_\_\_\_\_ MIDDLE NAME \_\_\_\_\_

FIRST NAME\* \_\_\_\_\_ GENDER\*  MALE  FEMALE

OCCUPATION \_\_\_\_\_ DATE OF BIRTH\* \_\_\_\_\_ DD MM YYYY CONTACT NO.\* \_\_\_\_\_

NATIONALITY\*  UGANDAN  OTHERS SPECIFY \_\_\_\_\_ ID NO.\* \_\_\_\_\_

ID TYPE\*  VOTER'S CARD  PASSPORT DRIVING PERMIT  LC ID/LETTER  MILITARY ID  NSSF ID

NATIONAL ID  STUDENT ID  FINANCIAL CARD  EMPLOYEE ID/LETTER  CERTIFICATE OF INCORPORATION

PASSPORT NUMBER (MANDATORY FOR FOREIGN NATIONALS) \_\_\_\_\_

POSTAL ADDRESS \_\_\_\_\_ DISTRICT\* \_\_\_\_\_ VILLAGE \_\_\_\_\_

LC I ZONE\* \_\_\_\_\_ PLOT/STREET NAME & NO. \_\_\_\_\_

BUSINESS ADDRESS \_\_\_\_\_

SERVICE REQUESTED\*  VOICE  DATA  M-SENTE MOBILE MONEY

## DECLARATION

I hereby confirm that the information provided above is true and correct and I wish to register for UTL Services and/or M-Sente Mobile Money on the terms and conditions specified in M-Sente Mobile Money Terms and Conditions of use attached hereto and I agree to abide by the full terms and conditions available on the UTL website; [www.utl.co.ug](http://www.utl.co.ug).

This Registration Form together with the terms and conditions constitute a binding Agreement between me and UTL.

SUBSCRIBER NAME\* \_\_\_\_\_ SIGNATURE\* \_\_\_\_\_ DATE\* \_\_\_\_\_ DD MM YYYY

ORIGINAL IDENTIFICATION DOCUMENT(S) SEEN AND VERIFIED FOR APPLICANT (FOR AND ON BEHALF OF UTL)

OUTLET NAME\* \_\_\_\_\_ AGENT NAME\* \_\_\_\_\_ MOBILE NO.\* \_\_\_\_\_ SIGNATURE\* \_\_\_\_\_

**NOTE:** Fields ending with a star(\*) are mandatory and must be filled in

## AGENT RECEIPT

Subscriber Registration form received.

OUTLET NAME\* \_\_\_\_\_ SERIAL # \_\_\_\_\_

## SUBSCRIBER ACKNOWLEDGEMENT

This is to acknowledge receipt of your SIM Registration request.

To track your registration request dial \*123# or send REGISTER to 123 OUTLET NAME\* \_\_\_\_\_ SERIAL # \_\_\_\_\_

# Summary of the Utl M-sente Mobile Money Terms and Conditions of use.

Please note that this is no more than a summary of the Conditions of use of M-Sente Mobile Money and, all customers must read this summary in conjunction with the conditions of use published on the UTL Website situated at [www.utl.co.ug](http://www.utl.co.ug), or which are otherwise available from the UTL customer care centers and M-Sente Mobile Money agents.

Please note that Unless otherwise defined herein, terms used in this summary will have the meanings ascribed to them in the Conditions of use.

## THE MECHANICS OF THIS SERVICE

M-Sente Mobile Money is a system operated by UTL (“UTL”) which provides a reliable and affordable facility for the transfer of money value from one place to another and from one person to another or any other entity using the Short Message Service (SMS) capabilities of mobile phones. Customers of M-Sente Mobile Money are not required to have bank accounts to carry out transactions using the M-Sente Mobile Money system.

M-Sente Mobile Money services are available to all members of the public who are mobile phone subscribers of any mobile phone service provider in the Republic of Uganda which accepts M-Sente Mobile Money.

The M-Sente Mobile Money system allows mobile phone subscribers who subscribe for M-Sente Mobile Money services (“customers”) to make cash payments to authorized agents of UTL (Agents) in exchange for a credit of electronic stock value representing the cash paid (M-Sente). The M-Sente Mobile Money system purchased is recorded in an account that is registered by M-Sente Mobile Money system and the name of the customer (a “Customer Account”), and is then available for the use using the SMS functionality on that customer’s mobile phone. M-Sente Mobile Money is redeemable for cash from any Agent at any location within Uganda and or maybe transferred to any other customer or used to purchase UTL prepaid airtime or goods and services from retailers authorized to accept M-Sente Mobile Money. All cash payments received by M-Sente Agents are held under a trust account maintained by DFCU Bank for customers on their behalf and to their order and are recorded as a credit in each customer’s account. Upon effecting a transaction, both the customer and the agent will receive an SMS confirmation of the transaction to be effected, and only upon receipt of such SMS confirmation will the Agent effect the transaction.

## REGISTRATION FOR M-SENTE

A customer will be required to accept the Terms and Conditions of use of M-Sente Mobile Money (“the Conditions of use”), which acceptance will constitute a legally binding agreement between the customer and UTL. The conditions of use are available from all agents. UTL customer service centers and from UTL’s website, the terms of which prevail over this summary. All prospective Customers are advised to read and fully understand the same prior to subscribing for M-Sente Mobile Money.

Any person may register for a Customer Account with any UTL Agent, which Agent may require all or any of the following information and documentation:

Your full name  
Your physical address  
Your date of birth  
Your gender  
Your mobile number  
Your identity card  
Source of income  
Any other information deemed necessary

All agents are no more than independent outlets authorized by UTL to provide M-Sente Mobile Money and UTL bears no responsibility or liability for any default or negligence on the part of the Agents in providing M-Sente Mobile Money.

## M-SENTE TRANSACTIONS

As part of the registration process for M-Sente Mobile Money, a customer who does not already have a SIM card which allows for M-Sente Mobile Money will be provided with a replacement SIM card that has M-Sente Mobile Money application and an M-Sente Mobile Money PIN for transacting which must at all times be kept secret as it will be required to verify the customer’s identity to an authorized UTL Customer call center representative. Upon activation of a Customer Account, an M-Sente Mobile Money services menu will be required to verify the customer’s SIM card. Once a customer’s account is credited with M-Sente Mobile Money e-value, the customer will be able to carry out the following transactions (“the Transaction”).

## WITHDRAWING

By sending an SMS message to an Agent via M-Sente Mobile Money instructing the Agent to pay out specified cash sums to him. The customer’s account will be debited by the amount of cash withdrawn.

Transfer M-Sente Mobile Money e-value to another customer by sending an SMS message to such other customers via M-Sente Mobile Money specifying the amount to be transferred. Upon a customer receiving such SMS Message he will be able to cash in or use the M-Sente Mobile Money e-value transferred into his account in accordance with conditions of Use.

Purchase UTL Prepaid Airtime by SMS to M-Sente Mobile Money.

Purchase Goods and Services from authorized Retailers by the transmission by instruction by SMS via M-Sente Mobile Money of the amount to be transferred to the Authorized Retailers Account in settlement for the Goods and/or Services purchased.

A customer may purchase additional M-Sente Mobile Money e-value for the credit of his/her account by making further cash deposits to an Agent. A customer account may also be increased by receipt of a transfer of M-Sente Mobile Money e-value from another Customer by way of a transfer instruction given via SMS on their mobile phone.

## OPERATION OF M-SENTE

UTL acts as the operator of M-Sente Mobile Money and provides for the services required to effect the various Transactions described under paragraph above keeping records of all accounts and transactions and up dating and adjusting customer’s credit balance in their accounts.

## M-SENTE AGENTS

M-Sente Mobile Money Agents are appointed by UTL across Uganda to provide M-Sente Mobile Money services and are mandated to register new customers for M-Sente Mobile Money and to hold as a stock of cash ready to exchange for M-Sente Mobile Money to be credited to such customer’s account and to pay out cash sums to customers in accordance with SMS instructions relayed by customers. M-Sente Mobile Money Agents receive a commission payable by M-Sente Mobile Money system based on the transactions performed.

## TARIFFS

Customers are charged for M-Sente Mobile Money services at the rates published from time to time on the aforesaid UTL website or by an other mode of communication. Applicable charges will be deducted from the customer’s account by M-Sente Mobile Money on conclusion of each transaction and the new account balance shall be notified to customers by SMS.

## LOSS OR THEFT OF SIM

Customers will be responsible for keeping their M-Sente Mobile Money PIN secret and will be responsible for all transactions affected using their M-Sente Mobile Money PIN whether authorized by them or not. The SIM cards and other cords and number provided will at all times remain the property of UTL and are subject to conditions of use. The customer is obliged to inform UTL immediately in the event of damage to, loss, theft or disclosure of the same. UTL will then disable such damaged, lost or stolen SIM Card /M-Sente Mobile Money PIN or other codes to prevent further use.

Until UTL is advised of any lost, damaged or stolen SIM card/M-Sente Mobile Money PIN, the customer will be responsible for all transactions and applicable charges at the applicable tariffs for any transactions conducted, whether the transactions were made with or without the customer’s authority or knowledge.

In the event of any damage to SIM card, a replacement or repair fee may also be charged.

## SUSPENSION AND DISCONNECTION OF SERVICES

Upon suspension and disconnection of M-Sente Mobile Money services in accordance with the Conditions of Use, a customer will be repaid any sums standing to the credit of their accounts by any M-Sente Mobile Money agent before whom they personally appear or failing that from UTL customer care.

To access M-Sente Mobile Money, a customer’s SIM must be operational (active) at all times. If a customer’s SIM is inactive for a consecutive period of 120 days, his/her M-Sente Mobile Money account will automatically be closed by UTL and any M-Sente Mobile Money e-value customer account will be transferred to a holding account. Customers may access their M-Sente Mobile Money e-value by presenting themselves personally before UTL customer care Center with proof of their identity.

*The UTL Terms of Use for M-Sente Mobile Money May be Viewed at the UTL website at [www.utl.co.ug](http://www.utl.co.ug)*