

Your Simple Guide to Econet Self-Care: Get What You Need, When You Need It!

Welcome to your Econet Self-Care Guide!

Here you'll find quick, easy steps to help you manage your Econet and EcoCash services — all by yourself. Our main helper, the **Yamurai Voice Bot**, listens to what you need, so there are no confusing menus to navigate! No need to call customer care — you can do it all on your phone!

1. Accessing Your Self-Care Tools

You have several easy, non-technical ways to manage your account:

- **Yamurai Voice Bot (The Listener):** Dial **111** on your phone and choose **English**. **Speak clearly** to the bot and tell it what you want to do (e.g., "Balance Inquiry," "Activate Roaming").
 - **USSD Menu (The Classic):** Dial ***111#** on your phone.
 - **My Econet App (The Digital Way):** Download the "**My Econet App**" from your app store.
 - **EcoCash App:** For mobile money services, use the EcoCash App or dial ***151#**.
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2. Checking Your Balances

You can quickly check your main airtime and data balances.

Via Yamurai (The Voice Bot)

1. Dial **111** and choose English.
2. When the bot answers,

speak your request directly, for example, say: "**Balance Inquiry**".

3. The system will tell you your

Airtime (MA) and **Data balance** in both **local currency (ZWG)** and **US Dollars (USD)**.

Via USSD or App

- **USSD:** Dial ***111#** and select "**Balance Enquiry**."
 - **My Econet App:** Open the app, and your balances are usually shown right on the main screen.
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3. Managing Services (Roaming & Data Protection)

Control key features on your line using the Voice Bot.

Switching Off Out-of-Bundle Browsing (Protecting Your Airtime)

This stops your airtime from being used for data when your bundles run out.

1. Dial **111** and choose English.
2. **Speak your request** directly, for example, say: "**Deactivate Out-of-Bundle Browsing**".
3. The system will ask you to confirm your phone number (MSISDN).
4. The system will send a **one-time code (OTP)** to your phone via text.

Enter this code when asked.

5. **Confirm the deactivation.** You will be informed of successful de-activation.

Switching On Out-of-Bundle Browsing

1. Dial **111** and choose English.
2. **Speak your request** directly, for example, say: "**Activate Out-of-Bundle Browsing**".
3. Confirm your own phone number (MSISDN).
4. The system will send a **one-time code (OTP)** to your phone via text.

Enter this correct code within the allowed time.

5. **Confirm the activation.** You will be informed of successful activation.

Activating/Deactivating Roaming

1. Dial **111** and choose English.
2. **Speak your request** directly, for example, say: "**Activate Roaming**" or "**Deactivate Roaming**".
3. The system will prompt you to

enter your phone number (MSISDN).

4. The system will send a **one-time code (OTP)** to your phone.

Enter this correct code within the allowed time.

5. **Confirm the activation or deactivation.** You will be informed of success.

4. Managing Recharge Cards

Use the Voice Bot to check the status of a card or recover a damaged code.

Querying an Over-scratched Card

1. Dial **111** and choose English.
2. **Speak your request** directly, for example, say: "**I have an over-scratched card**".
3. The service will ask you to enter the

5 visible consecutive digits.

4. You will then need to enter the

Serial Number.

5. Finally, enter the

Batch Number.

6. The system will provide you with the

correct recharge key.

Checking Card Status (Active, Used, Expired, or Locked)

1. Dial **111** and choose English.
2. **Speak your request** directly, for example, say: "**Query recharge card status**".
3. You will be asked to provide either the

Recharge Key or the **Serial number**.

4. The system will tell you the correct status (e.g., Active, Locked, Expiring, or Used).
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5. Airtime Transfer

You can easily send airtime to another Econet number (in USD or ZWG).

1. Dial **111** and choose English.
2. **Speak your request** directly, for example, say: "**Transfer airtime**".
3. You will be prompted to enter the

Currency, Amount, and Recipient.

4. Confirm if the transfer is successful.
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6. Finding Roaming Partners & Shop Details

Ask the bot about locations and services.

Querying Roaming Partners

1. Dial **111** and choose English.
2. **Speak your request** directly, for example, say: "**Query roaming partners**".
3. **Speak your specific query** (e.g., "roaming partners in Botswana").
4. The details of the configured roaming partner should be returned.

Querying Shop Details

1. Dial **111** and choose English.
2. **Speak your request** directly, for example, say: "**Query shop details**".
3. **Speak your specific query** (e.g., "directions to Joina Shop" or "shops in Harare").

4. The details of the configured shop should be returned.
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7. Retrieving PIN/PUK

If you've locked your SIM card or need a key number for your phone security.

1. Dial **111** and choose English.
2. **Speak your request** directly, for example, say: "**Retrieve PIN or PUK**".
3. The voice service will prompt for your

selfcare PIN.

4. **Enter the correct selfcare PIN.**
 5. The system will share your PIN and PUK with you.
 - o **Note:** If you are using an **eSIM**, it does not have a PUK.
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8. Logging a Network Issue (Data & SMS)

If you are experiencing issues with data or texts, you can log the complaint directly with the bot.

1. Dial **111** and choose English.
2. **Speak your request** directly, for example, say: "**Log a Network complaint**".
3. **Provide the requested complaint details.**
4. **Speak the category** for your issue: either "**data**" or

"SMS".

5. The voice service will give you a

reference number (ticket number) **on the call**. Keep this number handy!

9. Buying Data Bundles

You can buy daily, weekly, or monthly bundles anytime.

Using USSD

- Dial ***143#**.
 - Choose "**Data Bundles**."
 - Select the bundle type (daily, weekly, or monthly).
 - Choose your preferred bundle size.
 - Confirm your purchase.
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10. Quick Tips for Safe & Easy Use

- Never share your EcoCash PIN with anyone.
- Always check the phone number before sending money.
- Keep your phone locked when not in use.
- Save *151# and *111# in your contacts for quick access.