

**IT'S EASY TO REACH US,  
WE ARE HERE TO SERVE YOU.**

**Dear Esteemed Clients,**

Thank you for showing interest in UTRACK AFRICA LIMITED. We look forward to build a long term relationship with you. Whether you have a question about features, pricing, queries, concerns or anything else, We're here to listen! Utrack Africa Limited strives to offer the best possible service to every contact. Our support team makes sure that you get the best advice and guidance regarding whatever queries you have. We help you out from your very primary question to the most complex inquiries.

DEPARTMENT	ISSUES HANDLED	CONTACT: SKYPE/NUMBER	EMAIL ADDRESS
<b>FRONT DESK/ INFORMATION DESK</b>	Request for any information, inquiry or General issues and support.	<b>Dar es Salaam:</b> +255 22 261 7225 <b>Arusha:</b> +255 783 064 414 +255 736 101 222  <b>Skype:</b> utrack.frontdesk	frontdesk@utrackafrica.com office@radiowave.co.tz
<b>CONTROL ROOM SUPPORT</b>	Inform clients of location of vehicles when needed, send daily summary reports, immobilize and mobilize vehicles on request, give clients on line support, ask clients when they see vehicles are not responding and other general services, please call, email or skype, for quick assistance.	+ 255 789 784 784  <b>Skype:</b> utrack.controlroom  <b>Skype:</b> utrack.controlroom1	controlroom@utrackafrica.com
<b>CUSTOMER CARE SUPPORT</b>	General Inquiries, complaints, vehicles not updating, vehicles location, system setting, visiting and Training.  Customer care Support will also delegate all issues including, Software related matters which includes system Upgrades, System settings, Units programming and diagnosis to the relevant departments.	<b>Dar es Salaam:</b> +255 754 887 225 +255 768 887 225  <b>Arusha:</b> +255 687 887 225	customercare@utrackafrica.com
<b>SALES DEPARTMENT</b>	Sales inquiries, request for quotations/Profoma invoices, Project Tenders, presentations, advertising and promotions	<b>Dar es Salaam:</b> +255 787 887 225 +255 789 887 225 <b>Arusha:</b> +255 687 887 225	sales@utrackafrica.com
<b>ACCOUNTS DEPARTMENT</b>	Accounts payables, Accounts receivables, Invoice dispatch, Billing queries, all other accounts related matters.	+255 776 222 000 +255 777 101 222	accounts@utrackafrica.com
<b>MANAGEMENT</b>	Any general or urgent matters where client has received unsatisfactory response from other company contacts.	+255 784 531 153	info@utrackafrica.com

Thank you once again for choosing **UTRACK AFRICA** Services. We look forward to build a long term relationship with you.

Sincerely,  
**Customer Service Team**

## OUR LOCATION:

**Arusha:**  
Kwa Ngulelo Area, Baraa.  
Block 169G Nazareth Street.  
P.O. Box 15360, Arusha, Tanzania.  
GPS Co-ordinates: -3.3685, 36.7288



[www.utrackafrica.com](http://www.utrackafrica.com)

**Dar es Salaam:**  
Off Mwai Kibaki Road,  
Block No. 34 Mkuzi Street.  
Mbezi Beach Rainbow Area.  
GPS Co-ordinates: -6.7229, 39.2286