

Summary: What number do you dial?

Number to dial from mobile phone	Who Dials it?	What does the line do?	Free to access?
*134*550#	Pregnant Woman, on her own phone	This is the one stop line for all pregnant mothers to dial for MomConnect where they can get all the information they need. Pregnant women can dial this line to sign-up for a small set of messages about MomConnect AND access additional Baby and Pregnancy Info AND to log a complaint or compliment . Women still need to go to a clinic to sign up for the full set of messages.	Yes
*134*550*1#	Pregnant Woman, on her own phone if she wants to opt out	This is the number that a women must dial if she wants to stop receiving messages for any reason (including loss of a baby or stillbirth). On this number the women can also inform us of why she wanted to opt out. Women can also opt out of receiving messages by replying 'STOP' to any of the messages she receives.	Yes
*134*550*2#	Nurse/ Clinic Representative on any phone (e.g nurse's own phone; facility phone; mom's phone)	This is the only number where you can register a pregnant woman for the full set of messages . Only a Clinic representative can register a mother because a clinic code is needed to complete registration. Do not use this number for demonstrations and training. Do not promote this number to mothers directly. This number is for facility use only.	Yes
*134*550*3#	CHW on any phone (e.g CHW's phone; mom's phone)	This number will allow a CHW to sign pregnant women up to a small set of messages about MomConnect. Women still need to go to a clinic to register for the full MomConnect program and full set of messages. Do not promote this number to mothers directly. This number is for CHW-use only.	Yes
*134*550*4#	Pregnant woman, on her phone	The day after a pregnant woman registers at the clinic, she will get an SMS from MomConnect. In this SMS she will be asked to dial this number, to rate the service. Only women who have been fully registered for MomConnect, will be able to do this.	Yes
*120*550*0#	Anyone during training on any phone	This number is for demonstrations, testing and training purposes ONLY. A pregnant woman will not be signed up to the programme if you use this number.	No - Costs 20c/20sec

How do women access the Helpdesk?

Women can dial *134*550# or reply to any SMS sent to them by MomConnect. She will then receive an SMS response from the Helpdesk.

How do women switch to baby messages once their baby has been born?

Women can reply to any message they have received from MomConnect with the word 'baby'. The Helpdesk will also respond with these instructions if she asks this question via SMS.