

25th June 2024

CUSTOMER NOTICE

We have experienced an outage on two of our under sea cables that deliver internet traffic in and out of the country.

We have activated redundancy measures to minimise service interruption and keep you connected as we await the full restoration of the cables.

You may, however, experience reduced internet speeds and intermittency on various apps including M-PESA Super App and Safaricom APP.

Customers are advised to use USSD *334# for M-PESA services or the SIM Tool Kit.

We thank you for your patience and understanding.

Safaricom PLC

