

Summary: What line do you dial?

Line	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*2#	Nurse/ Clinic Representative on any phone (e.g nurse's own phone; facility phone; mom's phone)	This is the only line 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 line for demonstrations and training. Do not promote this line to mothers directly. This line is for facility use only.	Yes
*134*550*3#	CHW on any phone (e.g CHW's phone; mom's phone)	This line 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 set of messages. Do not promote this line to mothers directly. This line is for CHWs 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 line is only used for demonstrations, testing and training. You / a pregnant woman will not be signed up to the programme if you use this line.	No - normal USSD charges apply

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?

They reply to any message they have received from MomConnect with the word 'baby'.

How do women stop receiving messages?

If women want to stop receiving messages for any reason (including loss of a baby or stillbirth) they can dial *134*550*1# to stop receiving messages.