

AMENDED TERMS AND CONDITIONS FOR SAFARICOM PREPAY AND POSTPAY DATA BUNDLES

The following terms and conditions apply to the Safaricom PrePay and PostPay Data Bundles ("the **Service**") and by activating this Service you will be deemed to have read, understood and accepted the same: -

1. The Service

This Service enables Safaricom PrePay and PostPay subscribers to access mobile internet services by purchasing data bundles at affordable prices.

2. Eligibility

The Service is open to all Safaricom PrePay and PostPay subscribers.

3. Amendment Date

This service is amended effective 0000hrs on **15th March 2023**.

4. The Data Choices Available

You can browse using any of the following affordable options:

- (i) Data Bundles
- (ii) Time-Based Tariff
- (iii) Out of Bundle Tariff (Pay As You Go)

3.1 Data Bundles

The Data Bundles listed below are available for you to choose from:

(a) Daily Data Bundles:

Daily Data Bundles	Data (MBs)	SMS	Price (Kshs)	Validity Period
Daily 10MB	10MB	7	5	24 Hours
Daily 35MB	35MB	15	10	24 Hours
Daily 100MB	100MB	50	20	24 Hours
Daily 300MB	300MB	150	50	24 Hours
Daily 750MB	750MB	500	99	24 Hours

- (i) To activate the Daily Data bundle, dial *544# from your mobile number and select "Daily Bundle" and select any of the options listed above.

- (ii) Your bundle will be valid for 24 hours. You will have 24 hours to use your bundle both on first activation, on renewal and always during the period you remain subscribed onto the bundle.
- (iii) Choose the Bundle you prefer and subscribe (Auto Renew) or One off (Buy Once) purchase.
- (iv) One Off (Buy Once) purchases can be paid for using M-Pesa, airtime or Bonga Points.
- (v) Billing for subscribed bundles will be carried out daily at midnight (0000hrs).
- (vi) The bundle subscribed to will automatically be renewed at midnight each day for as long as you have enough airtime.
- (vii) Once the bundle expires at the end of 24 hours, it cannot be reactivated.
- (viii) If you exhaust your bundle within 24 hours and continue to browse the internet, you will be charged the published out of bundle rate.
- (ix) All bundles with **FREE WhatsApp** will browse WhatsApp at normal speeds using the purchased bundle, but once the purchased bundle is depleted you will use WhatsApp for free up to a maximum of 50MB with no expiry. The FREE WhatsApp bundle does not however support voice calls and video calls. Free WhatsApp shall not support tethering.
- (x) You can subscribe (Auto Renew) into a particular Daily Bundle only once per day.
- (xi) You can purchase (One off) a daily bundle as many times as preferred
- (xii) To unsubscribe out of the Daily Bundles dial *544# and choose the **"Stop Auto Renewal"**.

(b) Weekly Data Bundles

Weekly Bundles	Data (MBs)	Price (Kshs)	Validity Period
200MB	200MB	50	7 Days
500MB	500MB+ Free WhatsApp	99	7 Days
1.5GB	1.5GB+ Free WhatsApp	250	7 Days
3.5GB	3.5GB+ Free WhatsApp	500	7 Days

- (i) To purchase the 7-day bundle, dial *544# and choose **"7 Day Bundle"**.
- (ii) Choose the Bundle you prefer and pay through M-Pesa, Airtime or Bonga Points.
- (iii) The Weekly Bundles are valid for seven (7) days from the time of purchase.

- (iv) At the expiry of 7 days, any unused bundles will expire and will be permanently unavailable to you.
- (v) All bundles with **FREE WhatsApp** will browse WhatsApp at normal speeds but once the bundle is depleted. The FREE WhatsApp bundle shall be capped at 50MB with no expiry and will not support voice calls and video call. The FREE WhatsApp bundle shall not support tethering.

(c) Monthly Data Bundles

Monthly Bundles	Data (MBs)	Price (Kshs)	Validity Period
1GB	1GB	250	30 Days
2.5GB	2.5GB + Free WhatsApp	500	30 Days
7GB	7GB + Free WhatsApp	1000	30 Days
20GB	20GB+ Free WhatsApp	2000	30 Days
40GB	40GB+ Free WhatsApp	3000	30 Days
60GB	60GB+ Free WhatsApp	5000	30 days

- (i) To purchase the Monthly Bundle, dial *544# and choose "30 Day Bundles".
- (ii) Choose the Bundle you prefer and pay by M-Pesa, airtime or Bonga Points.
- (iii) The Monthly Bundles are valid for thirty (30) days from the time of purchase.
- (iv) At the expiry of 30 days, any unused data will expire and will permanently be unavailable to you. However, if you buy another bundle before the lapse of 30 days, your unused bundle will be rolled over and be available to you for the validity period of the new bundle you have purchased. Note that the new bundle purchased should have a longer validity period compared to the balance period of your current bundle.
- (v) All bundles with **FREE WhatsApp** will browse WhatsApp at normal speeds but once the bundle is depleted. The FREE WhatsApp bundle shall be capped at 50MB with No Expiry and will not support voice calls and video calls. The FREE WhatsApp bundle does not support tethering.

(d) 90 Day Data Bundles

90 Day Bundles	Data (MBs)	Price (Kshs)	Validity Period
6GB	6GB	3000/=	90 Days
16GB	16GB	6000/=	90 Days
30GB	30GB	9000/=	90 Days

- (i) The 90-Day Bundles are valid for 90 days as shown in the table above.

- (ii) These Bundles can only be accessed through M-Pesa, www.safaricom.com/bundles and *544#. They cannot be purchased using recharge vouchers.
- (iii) Any unused part of the bundle by the validity date will expire and will not be available for further use after the validity date.
- (iv) If you continue to browse after the expiry or depletion of your Bundle the published Safaricom Out of Bundle Tariff will apply.

(e) Tunukiwa Data

- i. The Tunukiwa data will be available to subscribers with ARPU of Kshs. 50 and below. Customers will be presented with an option to buy Tunukiwa Data Bundles through *444*0#.
- ii. Dial ***444#** from your Safaricom line and select **"Tunukiwa Data Bundles"**. You will be presented with an option to purchase the bundles. You can purchase either through airtime, Bonga points or M-Pesa.
- iii. The Bundles that you can purchase are as indicated below:

Price	Bundle	Validity
Kshs. 10	70MB	24hrs
Kshs. 20	200MB	24Hrs
Kshs. 50	500MB	24hrs
Kshs. 99	2GB	24Hrs
Kshs. 50	350MB	7 days
Kshs. 100	750MB	7 days

3.2 Time Based Tariff

- a) Safaricom Prepay subscribers can activate a time-based Tariff which will enable them to access the internet at Kshs. 2/- per minute billed per second regardless of the volume of data downloaded. The subscriber will be billed per second for as long as the mobile phone or modem remains connected to the internet.
- b) **How to activate the Tariff:**

- (i) From your Prepay mobile phone, dial *142#. You will receive an SMS confirmation message upon successful activation; or
 - (ii) For Modems, from your Prepay modem line, send an SMS with the word ON to 142. You will receive an SMS confirmation message upon successful activation;
- c) If you have an existing Data Bundle, the Bundle must first be used until it is exhausted or expired. It is only then that you can enjoy the per minute data tariff. Activating the Tariff is however possible when you have an active/existing Data Bundle. You will only be able to use the activated Tariff once you exhaust your Data Bundle
- e) If you have an active Data Bundle together with Time Based Tariff at the same time, you will first have to use and exhaust the Data Bundle. Once the Bundle is exhausted, you must re-start your browsing session so that you enjoy the Time-Based Tariff that you have already activated. If you do not re-start your browsing session or you do not buy another Data Bundle, you will automatically be charged an out of bundle rate at the prevailing rate of KES 0.25/= per MB.
- f) To deactivate the Time-Based Tariff, send an SMS with the word 'OFF' to 142 from the Prepay mobile phone or modem. You will receive an SMS confirmation message upon successful deactivation.
- g) Time Based Tariff shall not apply to roaming subscribers. Roaming subscribers will be charged applicable tariffs based on the roaming network.

3.3 Out of Bundle Tariff

- (a) The Out of Bundle Tariff is KES 0.25/= per MB.
- (b) The Out of Bundle Tariff is a Pay as You Go Tariff enabling subscribers to use Safaricom data on the go without subscribing to any of the above plans and bundles.
- (c) All you need to do is purchase Safaricom airtime and start browsing. You will also enjoy the Out of Bundle rate when you continue browsing after the expiry of or depletion of your bundle.

5. Priority of Consumption

If you purchase more than one of the data plans offered by Safaricom, the following is the priority of use:

- i) Data Bundles starting with the Daily Data Bundle;
- ii) Okoa Internet
- iii) Bonga Data
- iv) Free Resources (Data)
- v) Out of Bundle or Time-based Tariff

6. Data Sambaza (Transfer)

This data product enables Safaricom subscribers to transfer (sambaza) data bundles from one Safaricom line to another. For more details, see our terms and conditions for Data Sambaza on our website.

7. Transition from Previous Bundles

- (a) If you have an existing weekly, monthly or 90-day Night Bundle, you will have 180 days to use it after which it will expire and be unavailable.
- (b) The Daily 120MB Data Bundle will no longer be available for new subscription. If you have this bundle, it will continue renew daily for as long as you have sufficient air time. Once you subscribe out of it the Bundle it will not be available for re-subscription.
- (c) The night Daily Bundle will expire at the end of 24 hours and will not be extended.
- (d) The Off-Peak Data Bundle (Night 1 GB Data Bundle) will no longer be available for new subscriptions. If you have an existing Off-Peak Data Bundle, you will use it for the validity period of 3 days after which the bundle will not be available for re-subscription.

8. How to Access the Service

7.1 PrePay subscribers can activate a data bundle in the following ways:

(a) Safaricom Airtime Card:

- (i) Purchase a Safaricom Airtime Card of the desired denomination;
- (ii) From your mobile phone dial ***544*voucher PIN number# OR**

- (iii) From your mobile phone or modem send an SMS with the **voucher PIN number to 544;**
- (iv) You will receive a message confirming the status of your data bundle purchase;
- (v) Upon successful purchase of a data bundle, you will receive a message confirming the bundle purchased and the validity period.

(b) From Safaricom Airtime loaded for voice:

- (i) Buy your bundle from *544# or www.safaricom.com/bundles

(c) Purchase of data bundle for another Safaricom mobile number

- (i) Purchase a Safaricom Airtime Card of the desired denomination;
- (ii) From your mobile phone dial ***544*<voucher PIN number>*<MSISDN of recharged subscriber e.g *544*1234567890*0722123456# OR**
- (iii) From your mobile phone or modem send an SMS in the following format to 544: **<Voucher PIN number>*<MSISDN of recharged subscriber>**
- (iv) You will receive a message confirming the status of the data bundle purchase;
- (v) Upon successful purchase of a data bundle, you and the third party will receive a message confirming the bundle purchased and the validity period.

(d) Purchase of Data Bundle through M-pesa for your Safaricom mobile number.

Purchase of Data Bundles through MPesa is available only to Safaricom subscribers registered on the MPesa service and purchase can only be done for a PrePay recipient. Both PrePay and PostPay customers have an option to change PIN by dialing *126# but only PrePay subscribers will be able to reset PIN for themselves. PostPay subscribers should contact Safaricom customer care for reset of PIN. To purchase data bundles using M-PESA, follow the steps below:

- (i) From your mobile phone dial *544#
- (ii) Select the bundle of your choice from the menu
- (iii) Select M-PESA

- (vi) Enter PIN (USSD / NETWORK PIN). If you have no PIN set, you will be prompted to set up one.
- (vii) You will receive a notification that your request has been received and is being processed
- (viii) You will then receive a message from M-PESA (for example *"C085FLO11 Confirmed. 250Ksh sent to 958300 – Safaricom Data Bundles for account on 27/3/15 at 2:56PM New M-PESA balance is 984Ksh."*)
- (ix) You will also receive a message confirming the details of the bundle that you have purchased (for example *"You have successfully purchased 300MB Data Bundle, Expiry date: 26-03-2015."*)

(e) Purchase of data bundle through M-Pesa for another Safaricom mobile number:

The Safaricom subscriber purchasing the data bundle must be a registered M-pesa customer. The recipient or third party Safaricom mobile number to benefit from the bundle need not be registered on M-Pesa.

- (i) From your mobile phone dial *544#
- (ii) Select Buy Data Bundles then choose "Buy for Other Number" and then enter the recipient number
- (iii) Select the bundle of choice and then select M-PESA
- (iv) Enter PIN (USSD / NETWORK PIN) If you have no PIN set, you will be prompted to set up one
- (vii) You will receive a notification that your request has been received and is being processed
- (viii) You will then receive a message from M-PESA (for example *"C085FLO11 Confirmed. 250Ksh sent to 958300 – Safaricom Data Bundles for account on 27/3/15 at 2:56PM New M-PESA balance is 984Ksh."*)
- (ix) The recipient will also receive a message confirming the details of the data bundle that has been purchased (for example *"You have successfully purchased 300MB Data Bundle, Expiry date:26-03-2015."*)

7.2 PostPay Subscribers

- a) PostPay subscribers can access the Data Bundles through their Selfcare Menu.
- b) Dial *200# from your PostPay mobile line, select "Internet & Bundles Subscriptions" and follow the prompts.
- c) You can also buy a data bundle for another Safaricom mobile number through the methods in 7.1 (c) and (e) above.

7.3 On line Purchase

Both Prepay and PostPay subscribers can also purchase Safaricom data online using their computers, tablets, or mobile phone by via www.safaricom.com/bundles.

9. Privacy

We are committed to respecting and protecting the privacy of the information we collect from you in compliance with the applicable laws and obligations on data use and privacy. Our privacy statement, as updated from time to time, explains how we treat your personal data and protect your privacy when you use our Service and can be found on https://www.safaricom.co.ke/images/Downloads/Terms_and_Conditions/C1_Safaricom_Data_Privacy_Statement.pdf

10. Amendment of These Terms

Any update or amendment to these Terms and Conditions including privacy terms will be available on the Safaricom website - www.safaricom.co.ke and will take effect from the date of notification of the update or amendment.

11. General Terms

- a) This service is a shared resource therefore the speed maybe affected by the number of users at any given time.
- b) Airtime topped up as a data bundle cannot be reversed.
- c) It will not be possible to reverse purchases made through M-PESA.
- d) *Okoa Jahazi* credit will be deducted first on top up and if the balance is not sufficient to buy the desired bundle, the balance will be topped up on your line as airtime.

- e) You will not be able to purchase a data bundle directly from Safaricom airtime card for use on Partner Networks. You will continue to enjoy the same service on voice.
- f) Safaricom data bundles are not for re-sale. You therefore will not resell data bundles purchased under these terms and conditions. Safaricom takes no liability for such resell or purchase through resell and further reserves the right to withdraw this service from you if you breach these terms.
- g) These Terms take effect from **15th March 2023**.

12. Extension of Terms

- (a) Save as modified above, these Terms and Conditions are supplemental to and subject to the published Safaricom PrePay and PostPay Service Terms and Conditions, M-pesa Terms and Conditions and any other published terms and conditions that relate to any other Safaricom product/service that you may be using in conjunction with the data bundles.
- (b) Safaricom reserves the right to modify, vary, amend or withdraw this service and Terms and Conditions. Such changes will be communicated through the media, Safaricom website or any other appropriate avenue as Safaricom may determine.
- (c) These Terms and Conditions are available on www.safaricom.co.ke

NOTE: SAFARICOM DATA BUNDLES ARE NOT FOR RE-SALE AND CAN ONLY BE PURCHASED FROM SAFARICOM AS INDICATED IN THESE TERMS AND CONDITIONS. SAFARICOM SHALL NOT BE RESPONSIBLE IN ANY MANNER WHATSOEVER FOR DATA BUNDLES PURCHASED FROM ANY OTHER SOURCE.