



TERMS AND CONDITIONS FOR THE SAFARICOM EAST AFRICA ROAMING BUNDLES

The following terms and conditions apply to the Safaricom East Africa Roaming 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 roaming in Uganda, Tanzania and Rwanda to call, receive calls, sms and use data at an affordable rate when communicating to Safaricom subscribers back at home (Kenya) or subscribers in the partner networks visited (Uganda, Tanzania and Rwanda).

2. Eligibility

This Service is open to all Safaricom **PrePay and PostPay** subscribers roaming in Uganda on Uganda Telcom network (UTL) or MTN Uganda, Tanzania on Vodacom Tanzania network and Rwanda on MTN Rwanda network;

3. How to Use the Service

4.1 Types of Bundles:

You can choose from the following four (4) types of Bundles:

- a) Voice
- b) SMS
- c) Internet
- d) Receiving Calls

4.2 Types of Plans:

From each of the Bundles above, you can choose any of the three (3) plans below:

- (a) Lite;
- (b) Medium;
- (c) Heavy.

4.3 Resources

The Roaming Bundles provide you with the following resources valid for the period indicated in the table below:

4.3.1 VOICE BUNDLE OPTIONS (*Minutes to Safaricom and Visited Networks*)

	Bundle Price	Bundle Resources	Validity (in 24 hr days)
Lite Bundle	Kshs 500	30MIN	5
Medium Bundle	Kshs 1,000	60MIN	15
Heavy Bundle	Kshs 2,000	120MIN	30

4.3.2 SMS BUNDLE OPTIONS

	Bundle Price	Bundle Resources	Validity (in 24 hr days)
Lite Bundle	Kshs 500	45 SMS	5
Medium Bundle	Kshs 1,000	90 SMS	15
Heavy Bundle	Kshs 2,000	180 SMS	30

4.3.3 INTERNET BUNDLE OPTIONS

	Bundle Price	Bundle Resources	Validity (in 24 hr days)
Lite Bundle	Kshs 500	40MBs	5
Medium Bundle	Kshs 1,000	80MBs	15
Heavy Bundle	Kshs 2,000	160MBs	30

4.3.4 RECEIVING CALLS BUNDLE OPTIONS (*Minutes of received calls*)

	Bundle Price	Bundle Resources	Validity (in 24 hr days)
Lite Bundle	Kshs 500	20MIN	5
Medium Bundle	Kshs 1,000	40MIN	15
Heavy Bundle	Kshs 2,000	80MIN	30

4.4 How to buy a Bundle

- (a) Dial *100# or *200#;
- (b) Choose your preferred Bundle and Plan from the “EA Roaming Bundles” Options.

4. Price and Validity of Bundles

- (a) The price and validity of the Bundles is as shown in the Table above:
- (b) If you purchase a new Bundle when you still have a valid bundle, the new bundle purchased will be added to the old balance and the validity of the total balance will be extended based on the validity of the new bundle.
- (c) Voice and SMS resources can only be used to communicate with a subscriber in the Partner visited network at that time or with a Safaricom subscriber. For example if you are roaming on Vodacom Tanzania network, Voice minutes can only be used to call a Vodacom Tanzania or Safaricom subscriber. Calling a UTL Uganda subscriber while roaming and connected to Vodacom Tanzania network will be charged at the applicable published Safaricom rate
- (d) Upon depletion of the purchased Roaming Bundle, if you continue to use SMS, Voice or data you will be charged the published roaming rates from the airtime on your mobile or any airtime topped up. This will apply to the awarded resources separately, for example, when voice minutes are depleted but you still have SMS resources, Voice will be charged at the published roaming rates while SMS will be charged on the Roaming Bundle rate.
- (e) You can renew / access the Roaming Bundles anytime you wish.
- (f) Once the Roaming Bundles expire, they cannot be renewed or accessed.

5. General Terms of usage

- (a) You cannot transfer (*Sambaza*) Roaming Bundles to other subscribers.
- (b) Upon purchase and use of the bundles, subscribers will accumulate Bonga Points as per the published terms and conditions of the Safaricom Loyalty Programme.
- (c) Safaricom Roaming Bundles are not for re-sale. You therefore will not resell the Bundles purchased from Safaricom without its consent. Safaricom reserves the right to withdraw this service from you if you breach these terms.

6. 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, Safaricom PrePay and PostPay Data Bundles and other Services that you may be using.
- b. Safaricom reserves the right to amend or vary these terms and conditions or to withdraw the Service at any time. In any of these events, notice will be given via media advertisements (including at Safaricom's discretion on the Safaricom website www.safaricom.co.ke) and will be effective immediately or as at the date referred in such notifications.
- c. Terms and Conditions available on www.safaricom.co.ke

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