



TERMS AND CONDITIONS FOR THE SAFARICOM HOOK SERVICE

The following terms and conditions apply to the **SAFARICOM HOOK PLATFORM** ("the Service") and by using the Service you will be deemed to have read, understood and accepted the same: -

1. The Service

This Service gives eligible subscribers access to bundles (GSM, Data, M-PESA and Content) that create more value at a more affordable cost, based on each subscriber's data usage needs.

2. Eligibility

The platform is open to all Safaricom Prepay subscribers aged between 10 and 24 years and who have successfully opted in on the S-Hook Platform.

3. Amendment of Service

The Service will commence on 28th November 2024.

4. How to use the Service

4.1 To subscribe

- (a) Dial *555# from your Safaricom line.
- (b) opt in on the Safaricom Hook platform and accept terms.

4.2 For bundle renewal

- (a) The S-Hook bundles will not be automatically renewed unless you select the '**auto-renew**' option at the point of subscription.
- (b) To opt out of the auto-renewal option, dial *555# and select '**Stop Auto-Renew**'.

4.3 To unsubscribe

- (a) Dial *555#.
- (b) Select the '**Unsubscribe from S-Hook**' under option 22.
- (c) From MySafaricomApp on S-Hook bundles, select "**opt out of S-Hook**".

5. Price and Validity of Bundles





The following plans are available under the Service, with validity periods as indicated below:

(a) Daily Data Bundles + FREE GAMES LINK

Data (MBs)	SMS	Free content	Price (Kshs)	Validity Period
15MB	10	N/A	5/=	24 Hours
50MB	25	N/A	10/=	24 Hours
150MB	70	Free WhatsApp	20/=	24 Hours
500MB	200	Free WhatsApp	50/=	24 Hours
1GB	200	Free WhatsApp	100/=	24 Hours

(b) Weekly data bundles

Data (MBs)	Free WhatsApp	Price (Kshs)	Validity Period
250MB	Free WhatsApp	50/=	7 days
750MB	Free 500MB YouTube	100/=	7 days
2GB	Free 500MB YouTube	250/=	7 days
4GB	Free 500MB YouTube	500/=	7 days

(c) Monthly data bundles

Data (MBs)	Free WhatsApp	Price (Kshs)	Validity Period
1.25GB	N/A	250/=	30 days
3GB	Free WhatsApp	500/=	
10GB	Free WhatsApp	1,000/=	30 days
25GBs	Free WhatsApp	2,000/=	30 days





6. Privacy

(a) Definition

"Personal Information" means personal identifiable information as prescribed in the Data Protection Act which includes but is not limited to name, address, phone number, identification number, location data.

(b) Collection of information

We are required by law to collect certain personal information and are legally obligated to deny you the Promotion if such information is not availed.

Apart from the legal obligation mentioned above, we also need to collect your Personal Information for quality Promotion delivery. Please note that although this is voluntary, without such information we may not be able to provide quality Promotion.

(c) Privacy

We are committed to respecting and protecting the privacy of the information we collect from you. Our privacy statement, as updated from time to time, explains how we treat your personal information, who we share your information with, and measures taken protect your privacy when you use our Promotion. This can be found on Safaricom Data Privacy Statement. If unable to access the link or our website, please reach us on any of our customer care channels to receive a copy.

(d) Minors

When registering a minor as a subscriber, a person with parental authority may open and maintain a mobile number in their name for and on behalf of the minor. For purposes of this agreement, a person with parental authority shall include the birth parents of a minor, legal guardian or other person who can demonstrate legitimate authority over the minor's affairs.

7. Other terms

(a) You may have more than one bundle running at the same time.

(b) Periodically, there will be special offers which may be tailored or customized based on your usage, updated on the S-Hook platform. These bundles may offer more value than the normal bundles and will include but not limited to special bundles for events such as concerts, sports etc.





- (c) Once you exhaust your data bundle you will not be able to continue browsing until you purchase another data bundle by accessing the USSD or through the MySafaricomApp.
- (d) This Service will not be available to roaming subscribers. Charges applicable for Roaming are available on www.safaricom.co.ke. Roaming means the use of telecommunication services while you are in other countries but using a Safaricom SIM Card.
- (e) 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 and will be effective immediately or as at the date referred in such notifications.
- (f) Save as modified above, these Terms and Conditions are supplemental to and subject to the published Safaricom Prepay and Post-pay Service Terms and Conditions, Safaricom Prepay and Post-pay Data Bundles and other Services that you may be using.
- (g) We will send you periodic notification informing you of the balance on your bundle so that you can prepare to purchase another bundle should you still require resources.
- (h) You can check your S-Hook bundle balance via USSD by dialing *555# or from the MySafaricomApp. The balance with expiry date will be displayed.

8. General Terms of usage

- (a) By joining the S-Hook platform, you hereby grant Safaricom consent to send you marketing messages. The messages may be based on the profiling done for the specific purpose or occasion.
- (b) You are not allowed to transfer (*Sambaza*) your S-Hook bundles to other subscribers, or subject to the *Sambaza* rules currently in effect.
- (c) The S-Hook bundles are highly discounted and therefore you cannot buy the S-Hook bundles for another subscriber.
- (d) Upon purchase and use of the bundles, you will continue to accumulate Bonga Points as per the published terms and conditions of the Safaricom Loyalty Program.
- (e) S-Hook 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.
- (f) These Terms and Conditions are available on www.safaricom.co.ke.





NOTE: S-HOOK 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.

