

TERMS AND CONDITIONS FOR THE SAFARICOM 5G READY BUNDLES

1. Scope

- 1.1. The following terms and conditions apply to Safaricom 5G Ready data bundle (**"the Service"**) pursuant to which eligible Safaricom subscribers shall be awarded a FREE 5GB data bundle subject to the requirements set out in these terms and conditions.
- 1.2. By participating in the Service, you will be deemed to have read, understood and accepted these terms and conditions.
- 1.3. These terms and conditions should be read together with other terms and conditions applicable to the Safaricom Prepay and Postpay Customers.
- 1.4. As used in these terms, the word **"5G"** means the fifth-generation wireless cellular technology with a high speed and increased responsiveness for wireless networks and **"Network"** means the Global System for Mobile Telecommunication (**"GSM"**) network operated by Safaricom.

2. The Service

- 2.1. The Service seeks to award eligible Safaricom subscribers who have connected to the Network using a 5G – enabled device for at least thirty (30) days with free 5GB data bundles.
- 2.2. The key features of the Service are shown in the table below:

Bundle Price	Data Bundle	Validity	Offer
Nil	5GB	24hrs	Enjoy free 5GB bundle

3. Eligibility

This Service is open to all Safaricom subscribers who have a 5G smart phone device and have been connected to the Network for more than thirty (30) days using the 5G smart phone.

Eligible customers shall be eligible for the FREE 5GB data bundle once.

4. How to participate

- 4.1. You may access the Service using the MySafaricomApp and on the Safaricom web portal at <www.safaricom.com/bundles>.
- 4.2. To participate in the Service, you may follow the following steps:
 - Select the FREE 5GB data bundle offer from Safaricom App Option for **Data, Calls, SMS & Airtime Option → GO Monthly banner → GO 5G Option** .
 - Complete the redemption by clicking on "Redeem"
 - Upon successful redemption, you will receive a notification informing you that you have been awarded 5GB bundles valid for 24 hours.

5. Validity

The data will be valid for 24hrs from redemption (the "Redemption Period")

6. Other Terms

- 6.1.** The 5G data bundles can be used on 2G/3G/4G/5G network.
- 6.2.** You cannot transfer (sambaza) the 5G data bundles to another Safaricom subscriber or device.
- 6.3.** To enjoy 5G connectivity, ensure you are connected to the Safaricom 5G network and are in a 5G area with a 5G device.
- 6.4.** You may use the 5G data bundle for tethering.
- 6.5.** All other existing rules relating to the Safaricom mobile data services are applicable.
- 6.6.** To query balance the customer can dial direct string *544*44#

7. 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 service delivery. Please note that although this is voluntary, without such information we may not be able to provide a 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 services. 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.

8. Extension of Terms

- 8.1.** Save as modified above, these Terms and Conditions are supplemental to and subject to the published Safaricom Prepay Terms and Conditions and other Services that you may be using.
- 8.2.** Safaricom reserves the right to amend or vary these terms and conditions or to withdraw the Service at any time.
- 8.3.** 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.

8.4. These Terms and Conditions are available at www.safaricom.co.ke.