

TERMS AND CONDITIONS FOR THE SAFARICOM BONGA LOYALTY PROGRAMME AND NON-MERCHANDISE BONGA REDEMPTION (SMS, MINUTES & MOBILE DATA) SERVICE

The following terms and conditions apply to the Safaricom Bonga loyalty service and Non-merchandise Bonga redemption (SMS, Minutes & Mobile data) Service ("the **Service**") and by utilizing the Service you will be deemed to have read, understood and accepted the same.

1. The Service

- (a) Bonga Points is a loyalty scheme for all Safaricom PrePay and PostPay subscribers. Once you enroll via *126#, you start earning points immediately.
- (b) You earn one Bonga Point for every Kshs.10 spent on Safaricom network.
- (c) Bonga Points can be redeemed for rewards ranging from Talk-time (Minutes), Data bundles, MMS and SMS bundles to merchandise redeemable at select retail outlets and at Lipa na MPESA Buy Goods till number and select Pay bill numbers countrywide.
- (d) The below are the applicable terms regarding Bonga loyalty and the non-merchandise offers (Airtime, SMS and Minutes) that customers will enjoy upon redemption.

2. Eligibility

- (a) This Service is available to all Safaricom PrePay and PostPay subscribers who are enrolled to Bonga Points.
- (b) Prepay subscribers will be able to redeem either SMS, data bundles or minutes.
- (c) PostPay subscribers will have the option of redeeming SMS or Minutes.
- (d) Subscribers will now get more value when they redeem their Bonga points for data bundles, SMS or minutes.

3. Launch of the Service

This Service will run from 0000 hrs on 13th October 2017 ("Service Commencement Date").

4. How to redeem

You can redeem your Bonga resources via USSD or MySafaricomApp as follows:

- (a) On USSD, you will be required to:
 - i. Dial ***126#**.
 - ii. Select Redeem Bonga Points
 - iii. Select your redemption preference i.e. Data bundles SMS or Minutes
- (b) On MySafaricomApp, you will be required to:
 - i. Select Bonga on the App
 - ii. Redeem resources according to preference, i.e. Data bundles, SMS or Minutes.

5. Priority of Use

Usage priority for redeemed minutes and airtime resources will be as follows;

- i. Bonga Minutes
- ii. Bonga Airtime
- iii. Charge from main account (airtime)

6. Applicable Matrix for Bonga points redeemed for SMS, data bundles or Minutes.

- (a) New Bonga Minutes Matrix

MINUTES REDEMPTION	
Current Points	New Minutes
50	4
100	7
200	15
300	20
400	30
500	35
800	55
1000	70
1500	105
2000	140
3000	210
4,000	280

(b) New Bonga Airtime Matrix

AIRTIME REDEMPTION	
Current Points	New Ksh
10	3
25	8
50	15
100	30
200	60
300	90
400	120
500	150
700	210
1000	300
1500	450
2000	600

(c) New Bonga SMS Matrix

SMS REDEMPTION	
Current Points	New sms
20	5
40	10
75	20
150	40
200	55
250	70
350	95
750	205
1250	340
1500	400
2000	550
2500	700
3000	800

7. Privacy

i. 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.

ii. Collection of information

We are required by law to collect certain personal information and are legally obligated to deny you the service 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 quality service.

iii. 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 Service. 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.

iv. Minors

When registering a minor as a Safaricom subscriber, a person with parental authority shall open and maintain an account in their name for and on behalf of the minor. For purposes of these Terms and Conditions, 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. Other Terms and Conditions

- (a) Save as stated in the Safaricom Loyalty Programme Terms and Conditions, once Bonga points are redeemed, they cannot be reversed.
- (b) For other rewards available to you in our Bonga Programme, please check our website www.safaricom.co.ke

9. Extension of Terms

- (a) These Terms and Conditions are supplemental to the published terms and conditions governing the Safaricom Loyalty Programme (Bonga Points), Prepay and Postpay service, Safaricom SMS, Safaricom Minutes, Safaricom MMS and Airtime and any other product / service that you are enjoying.
- (b) Safaricom reserves the rights to withdraw this Product, change or vary these terms and conditions at any time. Such changes will be communicated in the press, on the Safaricom website www.safaricom.co.ke and through any other available means as Safaricom may choose.