



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. 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	Free WhatsApp	Price (Kshs)	Bonga Points	Validity Period
Daily 7MB	7MB	7	N/A	5/=	7	24 Hours
Daily 15MB	15MB	15	N/A	10/=	15	24 Hours
Daily 50MB	50MB	20	Free WhatsApp	20/=	50	24 Hours
Daily 150MB	150MB	50	Free WhatsApp	50/=	150	24 Hours
Daily 500MB	500MB	500	Free WhatsApp	99/=	500	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 hrs 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 sufficient airtime.
- (vii) Once the bundle expires at the end of 24 hours, it cannot be reactivated. However, you can roll over the unused portion of the Data Bundle if you have adequate airtime for automatic renewal at midnight or purchase of a similar bundle. Note that a Daily Data Bundle can only be rolled over by purchase of another Daily Data Bundle. Further, the Daily Data Bundle cannot rollover another Data Bundle.
- (viii) If you exhaust your bundle within 24 hours, 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 300MB for the validity of the bundle. The FREE 300MB WhatsApp bundle shall however not support voice calls and video call. Free WhatsApp speeds will be throttled.
- (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 time 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)	Free WhatsApp	Price (Kshs)	Bonga Points	Validity Period
100MB	100MB	N/A	50/=	100	7 Days
350MB	350MB	Free WhatsApp	99/=	350	7 Days
1GB	1GB	Free WhatsApp	280/=	1,000	7 Days

3GB	3GB	Free WhatsApp	550/=	3,000	7 Days
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- (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. However, if you buy another weekly or monthly bundle before the lapse of the 7 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, WhatsApp speed will be throttled for the validity of the bundle purchased. The FREE WhatsApp bundle shall be capped at 300MB and shall not support voice calls and video call.

(c) Monthly Data Bundles

Monthly Bundles	Data (MBs)	Free WhatsApp	Price (Kshs)	Bonga Points	Validity Period
350MB	350MB	N/A	280/=	350	30 Days
2GB	2GB	Free WhatsApp	550/=	2,000	30 Days
5GB	5GB	Free WhatsApp	1,100/=	5,000	30 Days
15GB	15GB	Free WhatsApp	2,200/=	15,000	30 Days
25GB	25GB	Free WhatsApp	3,200/=	25,000	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, WhatsApp speed will be throttled for the validity of the bundle purchased. The FREE WhatsApp bundle shall be capped at 300MBs and shall not support voice calls and video call.

(d) 90 Day Data Bundles

90 Day Bundles	Data (MBs)	Price (Kshs)	Validity Period
6GB	6GB	3,200	90 Days
16GB	16GB	6,400	90 Days
30GB	30GB	9,500	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. However, if you buy another bundle before the lapse of the validity period, 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.
- (iv) If you continue to browse after the expiry or depletion of your Bundle the published Safaricom Out of Bundle Tariff will apply.

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 (currently Kshs. 4.3/= 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 Kshs. 4.3/= 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.

4. 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

5. 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.

6. 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.

7. 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, the third party and yourself 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 M-pesa is available only to Safaricom subscribers registered on the M-pesa 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.

8. Bundle Recovery

Safaricom will preserve the expired bundle resources which can be recovered upon purchasing similar resources within a period of thirty (30) days. This service is applicable on daily, weekly, monthly and ninety (90) days bundles. Expired resources will only be recovered once.

9. 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.

10. 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.