

## **TERMS AND CONDITIONS FOR THE SAFARICOM@ 20 PROMOTION**

The following terms and conditions apply to the Safaricom@20 Promotion (“**the Promotion**”) and by participating in the Promotion you will be deemed to have read, understood and accepted the same: -

### **1. The Promotion**

This Promotion celebrate Safaricom's 20<sup>th</sup> birthday, by availing eligible Safaricom subscribers with attractive offers as set out in clause 5 below.

### **2. Eligibility**

- (a) This Promotion is open to all new and existing Safaricom PrePay, Hybrid and PostPay subscribers except those listed in 1 (b) below who are connected to the Safaricom network during the Promotion Period.
- (b) This Promotion will not be available to subscribers who are roaming during the Promotion Period.

### **3. The Promotion Period**

The Promotion will run for **ninety (90) days** from **0000hrs** on **23<sup>rd</sup> October 2020** to **2359hrs** on **21<sup>st</sup> January 2021**(“**Promotion Period**”).

### **4. How to Participate**

- a. Eligible subscribers will be identified on the Safaricom network and will receive an SMS containing the offers available during the Promotion Period.
- b. You can also access the offers by dialling \*444# and following the prompts.

### **5. Available offers**

The following offers will be available during the Promotional Period:

- a. **Free voice calls:** Each eligible subscriber will have an opportunity to enjoy a FREE first call of the day on a certain day within the Promotional Period. This offer is available once to each subscriber and is subject to the Fair Usage Policy (FUP) of 20 minutes. For the award for this offer, eligible subscribers will be spread over the Promotional Period into cohorts of one (1) million.

- i. Eligible subscribers will not need to subscribe for the first call of the day; it will be automatically awarded on the day it is offered.
  - ii. Eligible subscribers will receive a message from Safaricom a day before the offer is made.
  - iii. The free call will be limited to the first call of the day, up to 20 minutes.
  - iv. You can make calls on-net & of net.
  - v. International & roaming calls will not be included in this offer.
  - vi. Reverse calling will apply but the free first call of the day will be awarded to the receiver (the sponsor) of the call.
  - vii. If the receiver drops the call accidentally, the repeated call will be charged.
- b. **Free data bundle:** 20GBs FREE to subscribers who joined Safaricom network 20 years ago and those who are turning or turned 20 years (customer age) this year.
- i. This offer is available once for subscribers and is valid for **seven (7) days**.
  - ii. You will not need to subscribe to this offer. It will be automatically awarded to the select subscriber base.
- c. **Special Bundles:** For Kshs. 20/=, you will get 20 voice minutes and 20 MBs, valid **until midnight** the same day.
- i. This offer will be available for all Eligible subscribers and is only available once a day for each mobile number during the first thirty (30) days of the Promotion Period.
  - ii. The offer can be accessed by dialing \*444# and selecting "**Safaricom@20 offer**".
- d. **Segmented offers:** Eligible subscribers will have an opportunity to get 20 free voice minutes when they buy a segmented bundle priced at Ksh 1 per minute.
- i. Dial \*444# to view the segmented offer you are eligible for.
  - ii. You will only have one available option selected for you based on your usage profile.
  - iii. Both Bundle and FREE minutes from this offer will expire at midnight of each day
  - iv. The offer can be purchased multiple times during the day throughout the entire promotion period.
  - v. The offers are as indicated in the table below:

Price (Ksh)	Bundle Minutes	FREE Minutes	Validity
10	10	20	Midnight
20	20	20	Midnight
30	30	20	Midnight
40	40	20	Midnight
50	50	20	Midnight
70	70	20	Midnight
100	100	20	Midnight

## 6. Validity of the resources

The resources awarded will be valid for the following periods:

Resource	Validity period
FREE 20GB Data Bundle	7 days
Special bundle (20 minutes + 20 MB for Kshs. 20)	At midnight
Segmented offer	At midnight

## 7. Other Terms

- Should you not see the SMS referred to in clause 5 (a) (ii) notifying you of your free first call and you fail to take advantage of the free call, you will miss out on the opportunity.
- The Free 20Gbs will not be transferable and the usage will not earn any Bonga points or store bonus.
- Any unused data bundles will lapse and will not be carried over.
- You will receive an SMS notification informing you that your data balance is low.
- When your Safaricom@20 data bundles and minutes expire you will receive the following message:

*"Dear Customer, your data bundles have expired. Dial\*544# to buy another bundle"*

OR

*"Dear Customer, your minutes have expired. Dial\*544# to buy another bundle"*

## 8. Priority of Bundles consumption

Priority of data bundle consumption will be as follows:

- Safaricom@20 Bundle

- (b) Daily Data Bundle
- (c) FREE Data Bundle
- (d) Weekend Data Bundle
- (e) Weekly Data Bundle
- (f) Monthly Data Bundle
- (g) ETU Account
- (h) Bonga Data Account
- (i) Free Money Account
- (j) Main Account

## **9. Priority use of voice minutes**

Priority of consumption of voice minutes will be as follows:

- (a) Free resources
- (b) Minutes with less than 24hr validity
- (c) Minutes with 24hrs validity
- (d) Minutes with 7 days validity
- (e) Minutes with 30 days validity
- (f) Non-expiry resources

## **10. 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.

## **11. Extension of Terms**

- (a) The Promotion will not be available in conjunction with other promotions and rewards.
  - (b) The resources in the Promotion will be subject to Safaricom's fair use policy.
  - (c) Save as modified above, these Terms and Conditions are supplemental to and subject to the published Safaricom Prepay and PostPay Terms and Conditions and other Services that you may be using.
  - (d) Safaricom reserves the right to amend or vary these terms and conditions or to withdraw this Promotion at any time. In any of these events, notice will be given via SMS to the eligible subscribers and will be effective immediately or as at the date referred in such notifications.
  - (e) These Terms and Conditions are available at [www.safaricom.co.ke](http://www.safaricom.co.ke)
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