

TERMS AND CONDITIONS FOR THE SKIZA TUNES SERVICE

The following terms and conditions apply to Safaricom's SKIZA Tunes Service ("SKIZA") and by utilising the SKIZA Tunes Service you will be deemed to have read, understood and accepted the same.

1. Description of the Service

- (a) The SKIZA Tunes service is a personalized ring back tone service that enables you to download a SKIZA tune at the fee set out in paragraph 5 below. The selected SKIZA tune will be played to and heard by your callers (both Safaricom subscribers and callers on other local and international networks) from the time when the connection to your line is made until when you pick up or disconnect the call or until your caller is directed to your voice mail.
- (b) Safaricom will from time to time publish a catalogue of all the tunes existing in the SKIZA Tunes service with the song code, artist and SKIZA Tune name on its website and/or the local press.

2. Features of the SKIZA Tunes Service

- (a) You can purchase a SKIZA tune from the album on Safaricom's database on your phone to be played to your callers.
- (b) You can purchase a maximum of ten (10) SKIZA tunes.
- (c) If you purchase only one (1) SKIZA tune, this tone will be played for all your callers.
- (d) If you have purchased more than one (1) SKIZA tune you can set specific tones for specified callers. You can set up to ten numbers for each SKIZA tune.
- (e) If you purchase more than one (1) SKIZA tune but you do not specify the callers to whom each SKIZA tunes will be played the SKIZA tunes you have purchased will be played randomly to your callers.

3. Eligibility

- (a) The SKIZA Tunes Service is available for both Post and PrePay subscribers on Safaricom's network.
- (b) There shall be no registration for the SKIZA Tunes Service.
- (c) SKIZA Tunes Service is not valid when a subscriber is out of the county or is on Safaricom's roaming service.
- (d) SKIZA Tunes Service is not valid for diverted calls, secondary lines for subscribers with dual SIM cards.

4. How to Request for the SKIZA Tunes Service

- (a) Browse through the catalogue and select the SKIZA tune or SKIZA tunes you would like to purchase. Take note of the SKIZA tune code and then request for the SKIZA tune using one of the following methods:
 - (i) USSD – Dialling *811# and following the prompts; or
 - (ii) Interactive Voice Response – Dial 811 and follow the voice prompts; or
 - (iii) SMS;
 - (a) Send an SMS with the keyword 'SKIZA' and the code of the SKIZA tune that you would like to purchase to 811 e.g. SKIZA 5000001; or
 - (b) Send an SMS with the word SEARCH plus the name of the artist or song to 822 and follow the prompts, e.g. send **Search Safaricom to 822**.
 - (iv) The internet (excluding WAP). Log on to the following website www.skiza.safaricom.com and select your favourite SKIZA Tunes.

(b) Once you successfully purchase a SKIZA tune and it is downloaded to your personal album there shall be no reversal of the transaction.

How to Search on the SKIZA Tunes Service – SAKA BEAT YAKO!

- (a) Dial *811# and you receive a Search Menu as follows:
 - (i) Search by Song Title
 - (ii) Search for Artist Name
- (b) You will receive an sms advising you that you will be charged Kshs. 1.00 for the search request.
- (c) You will carry out the keyword search and you will be requested to enter the name of the song or name of the artist.
- (d) Upon a successful search you will have the option to Buy the tune or Gift the tune. The usual SKIZA tunes charges will apply.
- (e) You will only be able to do one (1) search during your search session. All searches will be charged Kshs. 1.00

5. Charges

- (a) For each purchase of a SKIZA tune the following charges shall apply:
 - (i) A content fee of 75 cents daily per **local** SKIZA tune and Kshs. 1 daily per **international** SKIZA tune. The SKIZA Tunes are already marked as **local** or **international** on the Safaricom SKIZA portal
 - (ii) For Interactive Voice Access an access fees of Kes.3.00 per Minute, with per second billing;
 - (iii) Charges arising from usage on phone browser and Web, if accessing the service using Safaricom, data cards;
 - (iv) SMS access to 811 and 822 shall be a fee Kes.1.00.
- (b) You will be charged for each SKIZA tune upon the successful upload of the tone.
- (c) IVR and searches for the SKIZA Tunes Service shall be charged at the point of request for the SKIZA tune.
- (d) If you do not have sufficient funds in your account to cover the SKIZA tune fee of 75 cents or Kshs. 1/- daily the tone purchase will fail. However, all applicable access fee charges in relation to the failed purchase will apply.
- (e) You cannot purchase ring back tones using promotional or loyalty accounts such as Bonga Points, however you can purchase ring back tones using Okoa Jahazi airtime.

6. Transfer of SKIZA tunes

SKIZA tunes purchased through the SKIZA tune Service can only be transferred to another line by:

(a) Gifting

You can purchase a SKIZA Tune for another Safaricom subscriber as a gift. You will be charged 75 cents for local or Kshs. 1 for international music daily for each SKIZA Tune purchased for another Safaricom subscriber, however, the recipient of the gifted SKIZA Tune will be charged upon expiry and consequent auto-renewal of the gifted SKIZA Tune.

(b) Express Copy

You can copy the SKIZA tune of the person that you are calling by dialing 11 when the other person's SKIZA tune is playing, before they answer the call. You will be charged the 75 cents for local or Kshs. 1 for international music daily as the cost of a SKIZA tune once you successfully copy the SKIZA tune of the person that you are trying to call.

7. Validity Period and Auto – Renew

- (a) All SKIZA tunes shall be purchased at 75 cents for local or Kshs. 1/- for international music per day and renewable every midnight and this also applies for SKIZA tunes obtained through gifting or express copy as defined in paragraph 6 (a) and 6(b) above.
- (b) In case you do not have sufficient credit your auto-renewal will be charged upon your next airtime recharge for every SKIZA tune that you have in your album.
- (c) Cost of renewal for Express Copy and Gifted SKIZA tunes will be paid by the recipient.

8. Deletion of SKIZA Tunes

- (a) You can delete a SKIZA Tune by simply sending an SMS to 811 with the word DELETE and the SKIZA Code of the tune you wish to delete, e.g. send DELETE 5050005 to 811 to delete the said tune. No refund will be given by Safaricom for the deletion of one's SKIZA Tunes, i.e. tunes deleted before the daily lapse of the tone validity period.

9. Free SKIZA tunes

Safaricom may provide free SKIZA tunes from time to time. However you will be charged all other costs as outlined above other than the 75 cents for local or Kshs. 1/- for international music daily ring back tone fee.

10. Other terms and conditions

- (a) Safaricom reserves the right to vary or amend any features of the SKIZA Tunes Service or to amend these terms and conditions at any time. Such changes shall be published on the Safaricom website and may also be published in the local press.
- (b) The SKIZA Tunes Service is not a resale service and Simu ya Jamii operators, airtime and key account dealers will not have access to the service for resale to subscribers.
- (c) The standard terms and conditions for the Safaricom PrePay and PostPay services will apply to the SKIZA Tunes Service save where expressly varied by these terms and conditions.
- (d) These terms and conditions are also available on www.safaricom.co.ke