



SAFARICOM NON-MERCHANDISE BONGA REDEMPTION (SMS, MINUTES & AIRTIME) TERMS AND CONDITIONS

The following terms and conditions apply to the Safaricom Non-merchandise Bonga redemption (SMS, Minutes & Airtime) 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 registered to the Programme via *126# you start earning points immediately; One Bonga Point is earned for every Kshs.10 spent on Safaricom network.
- (b) Bonga Points can be redeemed for rewards ranging from Talk-time (Minutes), Data, SMS and MMS bundles to Merchandise redeemable at retail outlets countrywide.
- (c) The below are the applicable terms with regard to 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 , Airtime 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 Airtime, 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

Customers will redeem their Bonga resources via USSD or mySafaricom app as follows:

On USSD, the customer will be required to:

- i. Dial *126#
- ii. Select Redeem Bonga Points
- iii. Select your redemption preference ie. Airtime, SMS or Minutes

On MySafaricom App, the customer will be required to:

- i. Select Bonga on the App
- ii. Redeem resources according to preference, i.e. Airtime, SMS or Minutes.

5. 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, Airtime or Minutes.

(a) New Bonga Minutes Matrix

Changes have been made to the top five (5) minutes offering i.e. Bonga points 50, 100, 200, 400 & 500 as follows:

| Bonga Points | Previous Minutes offer | New Minutes offer |
|---|------------------------|-------------------|
| 50 | 3 | 4 |
| 100 | 6 | 8 |
| 200 | 12 | 15 |
| 300 | 20 | 25 |
| 400 | 30 | 35 |
| Below Minutes offering to remain as is | | |
| 500 | 40 | 40 |
| 800 | 60 | 60 |
| 1,000 | 75 | 75 |
| 1,500 | 115 | 115 |
| 2,000 | 150 | 150 |
| 3,000 | 250 | 250 |
| 4,000 | 300 | 300 |

(b) New Bonga Airtime Matrix

| Bonga Points | Previous Airtime offer | New Airtime offer |
|--------------|------------------------|-------------------|
| 10 | 2 | 3 |
| 25 | 5 | 10 |
| 50 | 10 | 15 |
| 100 | 20 | 30 |
| 200 | 40 | 60 |

| | | |
|-------|-----|------------|
| 300 | 60 | 90 |
| 400 | 80 | 120 |
| 500 | 100 | 150 |
| 700 | 140 | 210 |
| 1,000 | 200 | 300 |
| 1,500 | 300 | 450 |
| 2,000 | 400 | 600 |

(c) New Bonga SMS Matrix

| Bonga Points | Previous SMS offer | New SMS offer |
|---------------------|---------------------------|----------------------|
| 20 | 4 | 6 |
| 40 | 8 | 12 |
| 75 | 15 | 25 |
| 150 | 30 | 45 |
| 200 | 40 | 60 |
| 250 | 50 | 75 |
| 350 | 70 | 105 |
| 750 | 150 | 225 |
| 1,250 | 250 | 375 |
| 1,500 | 300 | 450 |
| 2,000 | 400 | 600 |
| 2,500 | 500 | 750 |
| 3,000 | 600 | 900 |

7. 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

8. 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 usage, Safaricom SMS, Safaricom Minutes 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.

