



## TERMS AND CONDITIONS FOR THE SAFARICOM JAMBO PACK SERVICE

The following Terms and Conditions apply to the Safaricom Jambo Pack Service ("the **Service**") and by activating this Service, you will be deemed to have read, understood and accepted the same:

### 1. Eligibility

The Service is open to all tourists visiting Kenya, ~~and will be in Kenya for six (6) months.~~

### 2. Service Launch date

The Service will be launched at **0000hrs** on **15<sup>th</sup> October 2018**.

### 3. The Service Plans

The Service has two (2) plans that are targeted at foreigners to enable them stay connected with their family and friends as they visit Kenya.

#### (a) Jambo Kshs. 2,500/= Plan

<b>JAMBO 2,500 PLAN</b>	
Local minutes	250
International minutes*	100
Data	7.5GB + WhatsApp
SMS (Local)	1,000

#### **Note:**

\*International Minutes are applicable for selected destinations listed in clause 4 below.

#### (b) Jambo Kshs. 5,000/= Plan

<b>JAMBO 5,000 PLAN</b>	
Local minutes	500
International minutes*	250
Data	15GB + WhatsApp
SMS (Local)**	Unlimited

#### **Note:**

\*International Minutes are applicable for selected destinations listed in clause 4 below.

\*\* Unlimited local SMS will be subject to fair usage policy of up to 10,000 SMS.

#### 4. International calling destinations

International Minutes can only be used to call the pre-selected international destinations listed below:

Canada	United States of America
French Guyana	United Kingdom
China	Denmark
Germany	Puerto Rica
Guam	Romania
Sweden	Norway
South Korea	Mongolia
United States – Hawaii	US Virgin Islands
Hong Kong	Peru
India	Malta
Colombia	New Zealand
Chile	Israel
Brazil	Ireland
Faeroe	Iceland
Bermuda	Bangladesh
Australia	Japan
Brunei Darussalam	Singapore
France	Gibraltar
Pakistan	Mexico

#### 5. Validity of resources

The Jambo pack ~~will be valid for six (6) months but the~~ resources will be valid for thirty (30) days from the time of activation upon which any unused resource will expire.

#### 6. Other terms

- (a) The Jambo Pack will only be sold to foreign nationals holding valid foreign passport.
- (b) The Jambo Pack will be available for purchase from all Safaricom shops and can be purchased using Kenya Shillings, United States dollar, and/or through a valid credit card or debit card.

- (c) Once you complete the process of registration as a Safaricom subscriber at the point of purchase, we will activate your new Safaricom line and from that point you will be eligible to participate in the Service. The resources awarded will be based on the plan selected. Access to the M-Pesa service is also available should you elect to use.
- (d) The Jambo Pack will expire after three (3) months of inactivity and will be deemed to be in expired status for only forty five (45) days, after which the line and any unutilized resources will be automatically deleted and the line recycled.
- (e) You can renew the Jambo Pack by purchasing any of the two (2) plans.
- (f) Unutilized resources can roll over if the Jambo Pack is renewed before the expiry of thirty (30) days.
- (g) If a portion of the resources are depleted, you can recharge and buy resources from the short code provided or consume using normal Pay As You Go rates.
- (h) The resources cannot be transferred.
- (i) All resources can only be used while in Kenya i.e. cannot be used while Roaming.
- (j) Upon depletion of the data resources, you will have access to unlimited WhatsApp valid until the end of bundle expiry date.

## **7. General Terms of usage**

- (a) Safaricom reserves the right to amend or vary these Terms and Conditions or to withdraw this Service at any time. In any of these events, notice will be given via media advertisements and will be effective immediately or as at the date referred to in such notifications.
- (b) Save as modified above, these Terms and Conditions are supplemental to and subject to the published Safaricom Terms and Conditions for PrePay and PostPay Service, the Safaricom PrePay and PostPay Data Bundles and any other Services that you may be using.
- (a) Safaricom Jambo Plans are not available for re-sale. You therefore will not resell the Safaricom Jambo Plans purchased from Safaricom without its consent. Safaricom reserves the right to withdraw this Service from you if you breach these terms.
- (b) These Terms and Conditions available on [www.safaricom.co.ke](http://www.safaricom.co.ke).

**NOTE: SAFARICOM JAMBO PLAN BUNDLES ARE NOT FOR RE-SALE AND CAN ONLY BE PURCHASED FROM SAFARICOM AS INDICATED IN THE APPLICABLE PUBLISHED TERMS AND CONDITIONS. SAFARICOM SHALL NOT BE RESPONSIBLE IN ANY MANNER WHATSOEVER FOR BUNDLES PURCHASED FROM ANY OTHER SOURCE.**