

TERMS AND CONDITIONS FOR THE SAFARICOM TOP UP VOICE PROMOTION

The following Terms and Conditions apply to the Safaricom Top Up Voice Promotion ("**the Promotion**") and by participating in the Promotion, you will be deemed to have read, understood and accepted the same: -

1. The Promotion

- (a) The Promotion aims at encouraging you, our Prepay subscriber, an opportunity to make more calls by giving you discounted calling bundles offers.
- (b) Safaricom has identified the subscribers on its network that have met below eligibility criteria set out in clause 2 below.

2. Eligibility

The Promotion is open to Safaricom PrePay subscribers who top up airtime worth Kshs. 500 or below every week.

3. Promotional Date and period

The Promotion will run for **ninety (90) days** from **0000hours 25th January 2021** to **2359hours 25th April 2021**.

4. How to participate in the Promotion

- (a) Eligible subscribers will be identified by Safaricom from the Network and will be contacted at the start of the Promotion.
- (b) They will be presented with calling bundle offers based on their usage profiles when they dial ***444#** or purchase the calling bundles through the **mySafaricomApp**.

5. The calling bundles options

- (a) There will be six (6) options pre-selected for eligible subscribers based on their average minutes of usage per day as indicated in the table below:

Daily Average Minutes of Usage per customer	OFFER DETAILS		
	Price Kshs.	Minutes	VALIDITY
0-1	10	30	2 hours
1-3	20	60	3 hours
3-7	30	90	3 hours
7-10	40	120	5 hours
10-12	50	150	5 hours
12--20	100	300	12 hours

(b) Each eligible subscriber will be presented with only one option of the six (6) preselected options.

6. Privacy

(a) 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.

(b) 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 available.

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.

(c) 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.

(d) **Minors**

When registering a minor as a subscriber, a person with parental authority may open and maintain a mobile number in their name for and on behalf of the minor. For purposes of this agreement, 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.

7. Other terms of the Promotion

- (a) The calling bundles will only be valid for three (3) hours.
- (b) The calling bundle can be used for on-net and off-net calls.
- (c) Eligible subscribers can purchase the resources more than once during the day depending on their preferences.
- (d) The amount deducted from the purchase of any of the options in this Promotion will not be considered in the aggregation of usage for the achievement of *Stori Ibambe* targets.

8. General Terms

- (a) All other applicable rates for use of other Safaricom services remain unchanged.
- (b) Safaricom reserves the right to amend or vary these terms and conditions including the privacy terms or to withdraw the Promotion at any time. In any of these events, notice will be given via media advertisements (including at Safaricom's discretion, on the Safaricom website www.safaricom.co.ke) and will be effective immediately or as at the date referred in such notifications. Any update to the privacy terms will be available on the Safaricom website www.safaricom.co.ke and will take effect from the date of notification of the update.
- (c) These terms and conditions are supplemental and subject to the standard terms and conditions for the use of the Safaricom PrePay services, available on www.safaricom.co.ke