



TERMS AND CONDITIONS FOR SAFARICOM PREPAY AND POSTPAY DATA BUNDLES

The following terms and conditions apply to the Safaricom PrePay and PostPay Data Bundles (“the Service”) and by activating this Service you will be deemed to have read, understood and accepted the same:-

1. The Service

This Service enables Safaricom PrePay and PostPay subscribers to access mobile internet data services offered by Safaricom by purchasing data bundles.

2. Eligibility

The Service is open to all Safaricom PrePay and PostPay subscribers

3. How to Access the Service

3.1 PrePay subscribers can activate a data bundle in the following ways:

(a) Safaricom Airtime Card:

- (i) Purchase a Safaricom Airtime Card of the desired denomination;
- (ii) From your mobile phone dial ***544*voucher PIN number# OR**
- (iii) From your mobile phone or modem send an SMS with the **voucher PIN number to 544;**
- (iv) You will receive a message confirming the status of your data bundle purchase;
- (v) Upon successful purchase of a data bundle, you will receive a message confirming the bundle purchased and the validity period.

(b) From Safaricom Airtime loaded for voice:

- (i) Send an SMS from your Safaricom mobile number with the price of the bundle to code 450. For example, to purchase a bundle of 300MB, send 300 to 450.
- (ii) You will receive a message informing you of the status of activation of the bundle. You will be able to use the service once you receive a message informing you that the bundle has been activated;

(c) Purchase of data bundle for another Safaricom mobile number

- (i) Purchase a Safaricom Airtime Card of the desired denomination;
- (ii) From your mobile phone dial ***544*<voucher PIN number>*<MSISDN of recharged subscriber e.g *544*1234567890*0722123456# OR**
- (iii) From your mobile phone or modem send an SMS in the following format to 544: **<Voucher PIN number>*<MSISDN of recharged subscriber>**
- (iv) You will receive a message confirming the status of the data bundle purchase;
- (v) Upon successful purchase of a data bundle, the third party and yourself will receive a message confirming the bundle purchased and the validity period.

(d) Purchase of Data Bundle through M-pesa for your Safaricom mobile number.

Purchase of Data Bundles through M-pesa is available only to Safaricom subscribers registered on the M-pesa service and purchase can only be done for a Prepay recipient. Both PrePay and PostPay customers have an option to change PIN by dialing *126# but only Prepay subscribers will be able to reset PIN for themselves. Postpay subscribers should

contact Safaricom customer care for reset of PIN. To purchase data bundles using M-PESA, follow the steps below:

- (i) From your mobile phone dial *544#
- (ii) Select "Buy Data Bundles"
- (iii) Select M-PESA
- (vi) Enter PIN (USSD / NETWORK PIN). If you have no PIN set, you will be prompted to set up one.
- (v) Choose recipient (this is your mobile number for which you are purchasing the bundle)
- (vi) Select the data bundle that you would like to purchase (for example select 300MB for Kshs 250)
- (vii) You will receive a notification that your request has been received and is being processed
- (viii) You will then receive a message from M-PESA (for example *"C085FLO11 Confirmed. 250Ksh sent to 958300 – Safaricom Data Bundles for account on 27/3/15 at 2:56PM New M-PESA balance is 984Ksh."*)
- (ix) You will also receive a message confirming the details of the bundle that you have purchased (for example *"You have successfully purchased 300MB Data Bundle, Expiry date:26-03-2015."*)

(e) Purchase of data bundle through M-pesa for another Safaricom mobile number:

The Safaricom subscriber purchasing the data bundle must be a registered M-pesa customer. The recipient or third party Safaricom mobile number to benefit from the bundle need not be registered on M-pesa.

- (i) From your mobile phone dial *544#
- (ii) Select Buy Data Bundles
- (iii) Select M-PESA
- (iv) Enter PIN (USSD / NETWORK PIN) If you have no PIN set, you will be prompted to set up one
- (v) Choose recipient (this is the third party **Prepay** number for which you are purchasing the bundle)
- (vi) Select the data bundle that you would like to purchase (for example select 300MB for Kshs 250)
- (vii) You will receive a notification that your request has been received and is being processed
- (viii) You will then receive a message from M-PESA (for example *"C085FLO11 Confirmed. 250Ksh sent to 958300 – Safaricom Data Bundles for account on 27/3/15 at 2:56PM New M-PESA balance is 984Ksh."*)

- (ix) The recipient will also receive a message confirming the details of the data bundle that has been purchased (for example “You have successfully purchased 300MB Data Bundle, Expiry date:26-03-2015.”)

3.2 PostPay Subscribers

- a) PostPay subscribers can access the Data Bundles through their Selfcare Menu.
- b) Dial *200# from your PostPay mobile line, select option 3 and follow the prompts.
- c) You can also buy a data bundle for another Safaricom mobile number through the methods in 3.1 (c) and (e) above.

3.3 On line Purchase

Both Prepay and PostPay subscribers can also purchase Safaricom data online using their computers, tablets, or mobile phone by via www.safaricom.com/bundles.

4. The Data Choices Available

You can browse using any of the following affordable options:

- (i) Data Bundles
- (ii) Time-Based Tariff
- (iii) Out of Bundle Tariff (Pay As You Go)

4.1 Data Bundles

The Data Bundles listed below are available for you to choose from

*The Off Peak hours are currently 10 PM to 6 AM or as may be communicated by Safaricom from time to time

(a) Daily Data Bundles:

Daily Bundles	*Off Peak Data	Total Bundle	Price (Kshs)	Validity Period
5MB + 5 SMS	5MB	10MB + 5SMS	5	24 Hours
12MB +12SMS	12MB	24MB + 12SMS	10	24 Hours
25MB + 25SMS	25MB	50MB + 25SMS	20	24 Hours
50MB + 50SMS	50MB	100MB + 50SMS	30	24 Hours
100MB + 100SMS	100MB	200MB + 100SMS	40	24 Hours

- (i) To activate the Daily Data bundle dial *544# from your mobile number;
- (ii) Your bundle will be valid for 24 hours. You will have 24 hrs to use your bundle both on first activation, on renewal and always during the period you remain subscribed onto the bundle.
- (iii) Billing will be carried out daily at midnight (0000hrs)
- (iv) The bundle purchased will automatically be renewed at midnight each day;
- (v) Once the bundle expires at the end of 24 hours, it cannot be reactivated.
- (vi) If you exhaust your bundle, you will be charged the published out of bundle rate.
- (vii) You can subscribe into a particular Daily Bundle only once per day.
- (viii) To subscribe out of the Daily Bundles dial *544# and choose the opt out option.

(b) Weekly Data Bundles

Weekly Bundles	*Off Peak Data	Total Bundle	Price (Kshs)	Validity Period
4MB	4MB	8MB	5	7 Days
10MB	10MB	20MB	10	7 Days
30MB	30MB	60MB	25	7 Days
65MB	65MB	130MB	50	7 Days

- (i) To activate the 7-day bundle , dial *544# and choose “Weekly Internet Bundles”;
- (ii) Choose the Bundle you prefer and proceed as explained in clause 3 above
- (iii) The Weekly Bundles are valid for seven (7) days from the time of activation
- (iv) At the expiry of 7 days, any unused bundles will expire and will permanently be unavailable to you.
Any unused bundle cannot be rolled over
- (v) To subscribe out of the Weekly Bundles dial *544# and choose the opt out option. Once you opt out you permanently lose any remaining bundles

(c) Monthly Data Bundles

Monthly Bundles	*Off Peak Data	Total Bundle	Price (Kshs)	Validity Period
100MB	100MB	200MB	100	30 Days
300MB	300MB	600MB	250	30 Days
650MB	650MB	1300MB	500	30 Days
2GB	2GB	4GB	1000	30 Days
5GB	5GB	10GB	2000	30 Days
10GB	10GB	20GB	3000	30 Days
25GB	25GB	50GB	5750	30 Days
50GB	50GB	100GB	6750	30 Days

- (i) To activate the Monthly Bundle , dial *544# and choose “Monthly Internet Bundles”;
- (ii) Choose the Bundle you prefer and proceed as explained in clause 3 above
- (iii) The Monthly Bundles are valid for thirty (30) days from the time of activation
- (iv) At the expiry of 30 days, any unused data will expire and will permanently be unavailable to you.
Any unused data cannot be rolled over
- (v) To subscribe out of the Monthly Bundles dial *544# and choose the opt out option
- (vi) Once you opt out you permanently lose any unused bundles.

(d) Off Peak Data Bundle

Off Peak Bundle	Price (Kshs)	Validity Period	*Off Peak
1GB	300	3 Days	10 PM to 6 AM

- (i) To activate the Off Peak Bundle , dial *544# and choose “Off Peak Bundle”;
- (ii) The Off Peak Bundle is valid for three (3) days from the time of activation
- (iii) At the expiry of 3 days, any unused data will expire and will permanently be unavailable to you.
Any unused data cannot be rolled over
- (iv) The Off Peak Bundle is only available for use during the Off Peak hours. To subscribe out of the Off Peak Bundle dial *544# and choose the opt out option

(v) Once you opt out you permanently lose any unused data.

(e) 90 Day Data Bundles

90 Day Bundles	*Off Peak Data	Total Bundle	Price (Kshs)	**Validity Period
500MB	250MB	750MB	500	90 Days
1.5GB	750MB	2.25GB	1000	90 Days
3GB	1.5GB	4.5GB	1999	90 Days
8GB	4GB	12GB	3999	90 Days

**** Off Peak data is valid for 14 days**

- (i) The 90-Day Bundles are valid for 90 days as shown in the table above. However, the portion of the bundle awarded for Off Peak use is valid for 14 days.
- (ii) These Bundles can only be accessed by dialing *544#. They cannot be purchased through M-Pesa or recharge vouchers.
- (iii) Any unused part of the bundle by the validity date will expire and cannot be rolled over or be available for further use after the validity date.
- (iv) If you continue to browse after the expiry or completion of your Bundle the published Safaricom Out of Bundle Tariff will apply.

4.2 Time Based Tariff

- a) Safaricom Prepay subscribers can activate a time-based Tariff which will enable them to access the internet at Kshs. 2/- per Minute billed per second regardless of the volume of data downloaded. The subscriber will be billed per second for as long as the mobile phone or modem remains connected to the internet.
- b) **How to activate the Tariff:**
 - (i) From your Prepay mobile phone, dial *142#. You will receive an SMS confirmation message upon successful activation; or
 - (ii) For Modems, from your Prepay modem line, send an SMS with the word ON to 142. You will receive an SMS confirmation message upon successful activation;
- c) If you have an existing Data Bundle, the Bundle must first be used until it is exhausted or expired. It is only then that you can enjoy the per minute data tariff. Activating the Tariff is however possible when you have an active/existing Data Bundle. You will only be able to use the activated Tariff once you exhaust your Data Bundle
- e) If you have an active Data Bundle together with Time Based Tariff at the same time, you will first have to use and exhaust the Volume Bundles. Once the Bundles are exhausted, you must re-start your browsing session so that you enjoy the Time Based Tariff that you have already activated. If you do not re-start your browsing session or you do not buy another Data Bundle, you will automatically be charged an out of bundle rate at the prevailing rate (currently Kshs. 4/- per MB).
- f) To deactivate the Time Based Tariff, send an SMS with the word 'OFF' to 142 from the Prepay mobile phone or modem. You will receive an SMS confirmation message upon successful deactivation.

- g) Time Based Tariff shall not apply to roaming subscribers. Roaming subscribers will be charged applicable tariffs based on the roaming network.

4.3 Out of Bundle Tariff

- (a) The Out of Bundle Tariff is Kshs. 4 per MB.
- (b) The Out of Bundle Tariff is a Pay as You Go Tariff enabling subscribers to use Safaricom data on the go without subscribing to any of the above plans and bundles.
- (c) All you need to do is purchase Safaricom airtime and start using it for data. You will also enjoy the Out of Bundle rate when you continue browsing out of bundle.

5. Priority of Consumption

If you purchase more than one of the data plans offered by Safaricom, the following is the priority of use:

- i) Data Bundles starting with the Daily Data Bundle;
- iii) Out of Bundle or Time-based Tariff

6. Data Sambaza (Transfer)

This data product enables Safaricom subscribers to transfer (sambaza) data bundles from one Safaricom line to another. For more details, see our terms and conditions for Data Sambaza on our website.

7. General Terms

- a) This service is a shared resource therefore the speed maybe affected by the number of users at any given time.
- b) Airtime topped up as a data bundle cannot be reversed.
- c) It will not be possible to reverse purchases made through M-PESA.
- d) *Okoa Jahazi* credit will be deducted first on top up and if the balance is not sufficient to buy the desired bundle, the balance will be topped up on your line as airtime.
- e) You will not be able to purchase a data bundle directly from Safaricom airtime card for use on Partner Networks. You will continue to enjoy the same service on voice.
- f) **Safaricom data bundles are not for re-sale. You therefore will not resell data bundles purchased under these terms and conditions. Safaricom takes no liability for such resell or purchase through resell and further reserves the right to withdraw this service from you if you breach these terms.**

8. Extension of Terms

- (a) Save as modified above, these Terms and Conditions are supplemental to and subject to the published Safaricom PrePay and PostPay Service Terms and Conditions, M-pesa Terms and Conditions and any other published terms and conditions that relate to any other Safaricom product/service that you may be using in conjunction with the data bundles.

(b) Safaricom reserves the right to modify, vary, amend or withdraw this service and Terms and Conditions. Such changes will be communicated through the media, Safaricom website or any other appropriate avenue as Safaricom may determine.

(c) Terms and Conditions available on www.safaricom.co.ke

NOTE: SAFARICOM DATA BUNDLES ARE NOT FOR RE-SALE AND CAN ONLY BE PURCHASED FROM SAFARICOM AS INDICATED IN THESE TERMS AND CONDITIONS. SAFARICOM SHALL NOT BE RESPONSIBLE IN ANY MANNER WHATSOEVER FOR DATA BUNDLES PURCHASED FROM ANY OTHER SOURCE.