

## **TERMS AND CONDITIONS FOR THE SAFARICOM 5G SERVICE**

The following terms and conditions apply to the Safaricom 5G Service (“**the Service**”) and by opting into the Service, you will be deemed to have read, understood and accepted the same: -

### **1. The Service**

Safaricom seeks to welcome eligible subscribers to the Safaricom 5G network with affordable data bundles to browse the internet.

### **2. Eligibility**

This Service is open to all Safaricom subscribers who have a 5G smart phone.

### **3. Launch of Service**

The Service will go live at **0000hrs** on **18<sup>th</sup> November 2022**

### **4. How to Participate**

- (a) Purchase a 5G ready smart phone from any of the following outlets: Safaricom Shops or authorised Safaricom Dealers and Agents and in the open market.
- (b) Dial \*544# or \*444# option on Data Deals/Tunukiwa/Tunukiwa XTRA to see the segmented offers based on your monthly data spend.

### **4. Offers available**

The following segmented offers are available:

Monthly 5G Data bundles	Price	Validity period
15GB	Kshs. 1,000/=	30 days
35GB	Kshs. 2,000/=	30 days
65GB	Kshs. 3,000/=	30 days
100GB	Kshs. 5,000/=	30 days
200GB	Kshs. 10,000/=	30 days

### **5. Validity**

The data bundles listed in the table above is valid for **thirty (30) days** and will expire on the anniversary date of your last payment. Unused data bundles resources will **not** roll over.

### **6. Priority of use**

Priority of data bundle consumption will be as follows:

- (a) Lower validity bundles i.e. hourlies, daily and/or weekly bundles

(b) Monthly validity bundles that includes the 5G CVM monthly bundles

(c) Out of bundle or Time-based Tariff

## **7. Other terms**

(a) The 5G data bundles can be used on 2G/3G/4G/5G network.

(b) You cannot transfer (*sambaza*) the 5G data bundles to another Safaricom subscriber or device.

(c) To enjoy 5G connectivity, ensure you are connected to the Safaricom 5G network, are in a 5G area with a 5G device.

(d) You can use the 5G data bundle for tethering.

(e) To check your data bundles, please dial **\*544#** and follow the prompts.

(f) All other existing rules relating to the Safaricom mobile data services are applicable.

## **8. 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 availed.

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 Safaricom subscriber, a person with parental authority shall open and maintain an account in their name for and on behalf of the minor. For purposes of these Terms and Conditions, 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.

## **9. Extension of Terms**

- (a) Safaricom reserves the right to amend or vary these terms and conditions or to withdraw the Service 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](http://www.safaricom.co.ke)) and will be effective immediately or as at the date referred in such notifications.
  - (b) These terms and conditions are supplemental and subject to the standard terms and conditions for the use of the Safaricom PrePay and Post Pay services, available on [www.safaricom.co.ke](http://www.safaricom.co.ke).
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