

## **TERMS AND CONDITIONS FOR THE EASY-TALK BUNDLES SERVICE**

The following terms and conditions apply to the Safaricom Easy-Talk Bundles Service ("the **Service**") and by activating the Service, you will be deemed to have read, understood and accepted the same: -

### **1. The Service**

This Service aims at giving Safaricom subscribers an opportunity to buy a Monthly, Weekly and Daily **Voice Minutes and SMS** as listed in clause 4 (c) below.

### **2. Eligibility**

This Service is open to all Safaricom Individual Prepay and PostPay Subscribers.

### **3. Service Launch Date**

The Service will commence at **0000 hrs** on **1<sup>st</sup> October 2022**.

### **4. How to participate in the Service**

- a) Dial \*456#, \*444#, \*544# or from your MySafaricomApp and web.
- b) You will be presented with Easy-Talk bundle options to choose from as listed in clause 4 (c) below.
- c) You will be awarded below resources based on the price point you select.

Price	Minutes	SMS	Validity
50/-	50	-	Midnight same day
100/-	100	-	2 days
250/-	200	-	7 days
500/-	500	-	7 days
500/-	300	500	30 days
1000/-	800	1000	30 days
2000/-	1700	5000	30 days
3000/-	2700	5000	30 days

## 5. Other terms of the Service

- (a) The Easy-Talk Bundles are valid for **thirty (30) days, 7 days, 2 days and midnight same day** as indicated in clause 4 (c) above.
- (b) All unutilized resources will expire as indicated in clause 4 (c) above and be unavailable for use. The resources cannot be rolled over.
- (c) Resources awarded can be used for both local on-net and off-net calls & SMS.
- (d) You can buy your preferred bundle multiple times in the month.

## 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 Promotion. 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 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.

## 7. General Terms of usage

- (a) You cannot transfer (*Sambaza*) Easy-Talk bundles to other subscribers.

- (b) Upon purchase, you will earn Bonga Points as indicated in the published terms and conditions of the Safaricom Loyalty Program.
- (c) Purchase of the bundle will be considered as spend for accumulation of Storo Bonus Targets.
- (d) Safaricom resources are not for re-sale. You therefore will not resell the product purchased from Safaricom without its consent. Safaricom reserves the right to withdraw this product 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 and other Services that you may be using.
- (b) Safaricom reserves the right to amend or vary these terms and conditions 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](http://www.safaricom.co.ke)) and will be effective immediately or as at the date referred in such notifications.
- (c) These Terms and Conditions are available on [www.safaricom.co.ke](http://www.safaricom.co.ke)