

TERMS AND CONDITIONS FOR THE SAFARICOM INTERNATIONAL CALLING SERVICE

The following terms and conditions apply to the **Safaricom International Calling Service** ("the Service") and by using the 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 call other phone users in different parts of the world.

3. Eligibility

This Service is available to all Safaricom Prepay and PostPay subscribers.

4. Effective date

These terms will take effect on **9th July 2021** from **0000 hrs**

5. How to use the Service

The Service is activated by default by Safaricom. To make a call, dial "+", followed by the country code and then the phone number.

6. How you will be billed for making a call

When you make a call, you will be charged the applicable rate as indicated in our tariff schedule below:

Country	Calling rates
Tanzania	Kshs. 50/=
Uganda	Kshs. 10/=
Somalia	Kshs. 45/=
Ethiopia	Kshs. 40/=
Canada	Kshs. 5/=
South Sudan	Kshs. 10/=
UK	Kshs. 40/=
UAE	Kshs. 30/=
Nigeria	Kshs. 20/=
South Africa	Kshs. 30/=

7. Bonga point accumulation

Upon use of the service, subscribers will accumulate Bonga Points as per the published terms and conditions of the Safaricom Loyalty Programme.

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. Other 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 SMS to the eligible subscribers and will be effective immediately or as at the date referred in such notifications.

(b) Save as modified above, these Terms and Conditions are supplemental to and subject to the published Safaricom PrePay and PostPay Service Terms and Conditions.

10. General Terms of usage

These Terms and Conditions are available at www.safaricom.co.ke
