

TERMS AND CONDITIONS FOR THE CALL SIGN SERVICE

The following terms and conditions apply to Safaricom's Call Sign Service (the "**Service**") and by utilising the Service, you will be deemed to have read, understood and accepted the same.

1. Description of the Service

- (a) The Call Sign service is a personalized service that will allow customers to display messages ("**Message**") to the people who call them after the call has ended.
- (b) The Message will be available on the USSD and SMS menu and will range from inspirational verses, Bible verses and Quran verses that the Customer can choose from.

2. Features of the Call Sign Service

- (a) You can share inspirational verses, Bible verses and Quran quotes with your callers.
- (b) Your callers will receive the Message after they call you.
- (c) You will have only one (1) Call Sign Message at a time.

3. Eligibility

- (a) The Service is available for both Post and PrePay subscribers on Safaricom's network.
- (b) The Service is only available for on net calls.
- (c) The Service is not valid when a subscriber is out of the county or is on Safaricom's roaming service.
- (d) The Service is not valid for diverted calls, secondary lines for subscribers with dual SIM cards.

4. How to Request for the Call Sign Service

The Call Sign Service can be requested by either USSD or SMS as below:

- (i) USSD - Dialling *836# and selecting the Call Sign option. You can edit and delete Messages using this USSD; or
- (ii) SMS - Sending the preferred Message to 836.

5. Charges

- (a) You will be charged a daily subscription of Kshs. 2/= after successfully subscribing to the Call Sign service.

- (b) If you do not have sufficient funds in your account to cover the Call Sign charge of Kshs. 2/=, creation of the Message will fail. However, all applicable access fee charges in relation to the failed purchase will apply.
- (c) You cannot purchase the Call Sign Service using promotional or loyalty accounts such as Bonga Points. You can however purchase ring back tones using Okoa Jahazi airtime.

6. Validity Period and Auto – Renew

- (a) The Kshs 2/= daily subscription will auto renew until you unsubscribe to the Call Sign Service.
- (b) In case you do not have sufficient credit your auto-renewal will be charged upon your next airtime recharge.

7. Unsubscribing from the Call Sign Service

- (a) You can unsubscribe the Call Sign Service by dialing *836# and selecting “unsubscribe”.
- (b) You can also request to STOP receiving call sign messages by sending RJ to 836.

8. Privacy

i. 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.

ii. 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.

iii. 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.

iv. 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 and conditions

- (a) Safaricom reserves the right to vary or amend any features of the Call Sign Service or to amend these terms and conditions including the privacy terms at any time. Such changes shall be advertised on Safaricom's network and may also be published in the local press and will take effect from the date of notification of the amendment. Any update to the privacy terms will be available on the Safaricom website www.safaricom.co.ke. Such changes shall not affect Call Sign Messages that you have purchased as at the date of the changes.
- (b) The Call Sign Service is not a resale service and Simu ya Jamii operators, airtime and key account dealers will not have access to the service for resale to subscribers.
- (c) The standard terms and conditions for the Safaricom PrePay and PostPay services including the provisions on Privacy and terms of use for any other Safaricom service that you may be enjoying available on www.safaricom.co.ke will apply to the Call Sign Services save where expressly varied by these terms and conditions.
- (d) These terms and conditions are also available on www.safaricom.co.ke