

TERMS AND CONDITIONS FOR THE USE OF MYSAFARICOM MOBILE APPLICATION

The following terms and conditions apply to the use of My Safaricom Mobile Application (“the App”) and by using the App you will be deemed to have read, understood and accepted these Terms and Conditions.

1 The App and Availability

- 1.1 MySafaricom Mobile application is an application that enables Safaricom PrePay and PostPay subscribers to easily and conveniently access all the Services offered by Safaricom in one centralized location.
- 1.2 The App is available for Safaricom PrePay and Postpay subscribers who utilize android and Apple iOS devices.
- 1.3 The App will be available for use from 25th April, 2016. (“**Service Date**”)

2 How to Access the App

- 2.1 Buy or be a user of an android or Apple iOS enabled handset or tablet.
- 2.2 Download the App, by going to Google PlayStore or Safaricom Appstore and searching for ‘MySafaricom App’.
- 2.3 Install the App on your handset or tablet. Data charges will apply for installation of the App.
- 2.4 Once you have installed the App, launch the App by entering your MSISDN, email (which is optional) and clicking the Generate Personal Identification Number (PIN) option.
- 2.5 Once you have launched the App, a text message will be sent to your handset or tablet with the One Time PIN (“OTP”). **DO NOT SHARE THE OTP WITH ANY THIRD PARTY.**
- 2.6 If you have an Android enabled handset or tablet the OTP is auto read by your phone automatically and then you select the “Login” option
- 2.7 If you have an iOS handset or tablet you will need to manually enter the OTP and then select the “Login” option
- 2.8 Once you have logged in you will be requested to accept the Terms and Conditions and the App will launch the home page.

3 Features of the App

- 3.1 The App offers the following services:
 - 3.1.1 Account Information Summary; which includes top up services, balance enquires, Call Data Records (CDRs), Bonga, Skiza, Value Added Services (VAS), PUK, tariff, Know Your Customer (KYC) details, back up services, Okoa Jahazi
 - 3.1.2 Data Services which includes buy bundles, share bundles, check bundle status, usage calculator, Frequently Asked Questions (FAQs) and Safaricom Cloud access.
 - 3.1.3 Safaricom Products and Services which includes information on Safaricom promotions, products and tariffs
 - 3.1.4 Social Network Support which includes a link to all Safaricom Call Centre social media platforms and other available alternative channels.
 - 3.1.5 Payment Services which includes M-Pesa services, Mshwari, KCB Mpesa, KYC verifications, agent locations, pay bill numbers, set limits and notifications, reversal requests and a link to Safaricom online shop.
 - 3.1.6 Customer Care information and services which includes information on raising and tracking tickets, call centre contract, E-Gain chat, web self-care, feedback link, retail shop and care desk locations via map and text.

4 Other Terms and Conditions

- 4.1 Should you require any assistance in accessing or using the App, kindly get in touch with the Safaricom customer care team through the line 100 for prepaid customers and 200 for post-paid customers or, you can also reach us via e-mail on mobileoffice@safaricom.co.ke; twitter-[@safaricomltd](https://twitter.com/safaricomltd); and on Facebook at www.facebook.com/SafaricomLtd
- 4.2 Save as modified above, these Terms and Conditions are supplemental to and subject to the published Safaricom PrePay and PostPay Service Terms and Conditions, Safaricom Prepay & Postpay Data 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 App.
- 4.3 Safaricom reserves the right to modify, vary, amend or withdraw this App and the Terms and Conditions. Such changes will be communicated through the media, Safaricom website or any other appropriate avenue as Safaricom may determine.
- 4.4 These Terms and Conditions are available on www.safaricom.co.ke