

TERMS AND CONDITIONS FOR THE SAFARICOM REVERSE CALL SERVICE

The following Terms and Conditions apply to the Safaricom Reverse Call (“**the Service**”) and by using this Service, you will be deemed to have read, understood, and accepted the same:

1. **Eligibility**

The Service is open to all individual Safaricom PrePay, Hybrid and PostPay subscribers.

2. **Effective Date**

These Term and Conditions took effect from **0000hrs** on **29th April 2023** and amended on **0000hrs** on **15th August 2024**.

3. **How to access the Service**

- i. Reverse Call is a service that allows a customer to make a call with or without airtime and the receiver of the call pays on the caller’s behalf.
- ii. To make a reverse call, you should dial a # followed by the number you wish to call e.g. #07XX XXX XXX.
- iii. When the person receiving answers the call, they will get an announcement requesting them to either accept or decline the reverse call by pressing 1 to accept or 2 to decline. Once they accept, the call will be charged for the call at normal rates.

4. **Other Terms of the Service**

- (a) The service will only be available for calls within Safaricom network.
- (b) Reverse call will only go through if the person receiving accepts the call.
- (c) The call will be charged to the receiving party and at normal call rates.
- (d) If the person receiving the call declines or does not answer, the call will be disconnected, and the receiving party will not be charged.
- (e) This service will be free to the initiator of the reverse call for up to two requests in a day. Subsequent reverse call requests made within the day (after the first two requests) will be charged an access fee of Ksh. 0.5 for the reverse call request.
- (f) The service cannot be used while roaming.

5. **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 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 this agreement, 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.

6. Amendment of the Privacy terms

Any update or amendment to these Terms and Conditions including privacy terms will be available on the Safaricom website www.safaricom.co.ke and will take effect from the date of notification of the update or amendment.

7. General terms

(a) Safaricom reserves the right to amend or vary these Terms and Conditions or to withdraw this Service at any time. In any of these events, notice will be given via media advertisements and will be effective immediately or as at the date referred to 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, Safaricom PrePay and PostPay Data Bundles and other Services that you may be using.

(c) These Terms and Conditions are available on www.safaricom.co.ke.