



TERMS AND CONDITIONS FOR THE SAFARICOM 5G READY BUNDLES

The following terms and conditions apply to Safaricom 5G Ready data bundle (**“the Service”**) in which eligible Safaricom subscribers would be awarded a FREE 5GB data bundle subject to the requirements set out in these terms and conditions.

By participating in the Service (by way of redeeming the FREE 5GB data bundle), you will be deemed to have read, understood and accepted these terms and conditions.

1. The Service

1. The Service seeks to award eligible Safaricom subscribers who have connected to the Network using a 5G – enabled device for at least thirty (30) days with free 5GB data bundles.
2. The key features of the Service are shown in the table below.

Bundle Price	Data Bundle	Validity	Offer
Nil	5GB	24hrs	Enjoy free 5GB bundle

3. As used in these terms, the word **“5G”** means the fifth-generation wireless cellular technology with a high speed and increased responsiveness for wireless networks and **“Network”** means the Safaricom Global System for Mobile Telecommunication (**“GSM”**) operated by Safaricom.

2. Eligibility

This Service is open to all Safaricom subscribers who have a 5G smart phone and have been connected to the Network for more than thirty (30) days using the 5G smart phone.

3. Launch of Service

The Service will be launched from 0000hrs on **26th April 2023** and will continue until **24th July 2023**. We reserve the right to vary the duration of the Service.

4. How to participate

1. You can access the Service using the MySafaricomApp and on the Safaricom web portal at <www.safaricom.com/bundles>.
2. To participate in the Service, you are required to:
 - Select the FREE 5GB data bundle offer from Safaricom App Option for Data ,Calls,SMS &Airtime Option then GO Monthly Option
 - Complete the redemption by clicking on "Redeem"
 - Upon successful redemption, you will receive a notification informing you that you have been awarded 5GB bundles valid for 24 hours.
3. You will only be eligible for the FREE 5GB bundle only once during the 90 -day campaign period.

5. Validity

The data will be valid for 24hrs from redemption (the "Redemption Period")

6. Other Terms

1. The 5G data bundles can be used on 2G/3G/4G/5G network.
2. You cannot transfer (sambaza) the 5G data bundles to another Safaricom subscriber or device.
3. To enjoy 5G connectivity, ensure you are connected to the Safaricom 5G network and are in a 5G area with a 5G device.
4. You can use the 5G data bundle for tethering.
5. All other existing rules relating to the Safaricom mobile data services are applicable
6. To query balance the customer can dial direct string *544*44#

7. Privacy

1. **Definition: “Personal Information”** means personal identifiable information as prescribed in the Data Protection Act, 2019 which includes but is not limited to name, address, phone number, identification number, location data.
2. **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.
3. **Privacy Statement:** 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.
4. **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

8. Amendment of these 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.

9. Extension of Terms

1. Save as modified above, these Terms and Conditions are supplemental to and subject to the published Safaricom Prepay Terms and Conditions and other Services that you may be using.
2. Safaricom reserves the right to amend or vary these terms and conditions or to withdraw the Service at any time.
3. These Terms and Conditions are available at www.safaricom.co.ke.