



TERMS AND CONDITIONS FOR THE BLAZE BUNDLES SERVICE

The following terms and conditions apply to the **Blaze Bundles 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 gives eligible subscribers access to data bundles that create more value at a more affordable cost, based on each subscriber's data usage needs.

2. Eligibility

The Service is open to all Safaricom PrePay subscribers aged between 10 and 26 years and who have successfully registered on the Blaze Platform.

3. Effective Date

The changes to the terms will take effect on **18th November 2022**.

4. How to use the Service:

To subscribe:

- (a) Dial *555# from your Safaricom Mobile or Data line.
- (b) Select your preferred bundle option – daily, weekly or monthly.
- (c) Follow the prompt.

For bundle renewal:

- (a) Your Blaze Bundle will not be automatically renewed unless you select the 'auto-renew' option at the point of subscription.
- (b) To opt out of the auto-renewal option, dial *555# and select 'Stop Auto-Renew'

To unsubscribe:

- (a) Dial *555#
- (b) Select the 'Unsubscribe from Blaze' option.

5. Price and Validity of Bundles

The following plans are available under the Service, with validity periods as indicated below:

(a) Daily Data Bundles

BLAZE Daily Data Bundles	Data (MBs)	SMS	Free WhatsApp	Price (Kshs)	Validity Period
BLAZE Daily 15MB	15MB	7	N/A	5/=	24 Hours
BLAZE Daily 50MB	50MB	25	N/A	10/=	24 Hours
BLAZE Daily 150MB	150MB	70	Free WhatsApp	20/=	24 Hours
BLAZE Daily 500MB	500MB	200	Free WhatsApp	50/=	24 Hours
BLAZE Daily 1GB	1GB	200	Free WhatsApp	100/=	24 Hours

(b) Weekly data bundles

BLAZE Weekly Data Bundles	Data (MBs)	Free WhatsApp	Price (Kshs)	Validity Period
BLAZE Weekly 250MB	250MB	N/A	50/=	7 days
BLAZE Weekly 750MB	750MB	Free WhatsApp	99/=	7 days
BLAZE Weekly 2GB	2GB	Free WhatsApp	250/=	7 days
BLAZE Weekly 4GB	4GB	Free WhatsApp	500/=	7 days

(c) Monthly data bundles

BLAZE Monthly Data Bundles	Data (MBs)	Free WhatsApp	Price (Kshs)	Validity Period
BLAZE Monthly 1.25GB	1.25GB	N/A	250/-	30 days
BLAZE Monthly 3GB	3GB	Free WhatsApp	500/=	30 days
BLAZE Monthly 7.5GB	7.5GB	Free WhatsApp	1,000/=	30 days
BLAZE Monthly 25GB	25GB	Free WhatsApp	2,000/=	30 days

6. 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 available.

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 to 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.

7. Other terms

- (a) All bundles with **FREE WhatsApp** will browse WhatsApp at normal speeds but once the bundle is depleted, WhatsApp speed will be throttled for the validity of the bundle purchased. The FREE WhatsApp bundle shall be capped at 50MB per day for the validity period of the bundle and will not support voice calls and video call.
- (b) The FREE WhatsApp bundle shall not support tethering.
- (c) You may have more than one bundle running at the same time.
- (d) Once you exhaust your data bundle you will not be able to continue browsing until you purchase another data bundle by accessing the USSD or through the MySafaricomApp.
- (e) This Service will not be available to roaming subscribers. Charges applicable for Roaming are available on www.safaricom.co.ke. Roaming means the use of telecommunication services while you are in other countries but using a Safaricom SIM Card.
- (f) Safaricom reserves the right to amend or vary these terms and conditions or to withdraw the Service at any time. Any update to the 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.

- (g) 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 including the provisions on Privacy and terms of use for any other Safaricom Services that you may be enjoying available on www.safaricom.co.ke.
- (h) We will send you periodic notification informing you of the balance on your bundle so that you can prepare to purchase another bundle should you still require resources.
- (i) You can check your Blaze bundle balance via USSD by dialling *555# or from the MySafaricomApp, open the App, Select Blaze bundles and select Balance. The balance with expiry date will be displayed.

8. General Terms of usage

- (a) You are allowed to transfer (*Sambaza*) your Blaze Bundles to other eligible subscribers, subject to the *Sambaza* rules currently in effect.
- (b) Upon purchase and use of the bundles, you will continue to accumulate Bonga Points as per the published terms and conditions of the Safaricom Loyalty Programme.
- (c) Blaze Bundles are not for re-sale. You therefore will not resell the Bundles purchased from Safaricom without its consent. Safaricom reserves the right to withdraw this Service from you if you breach these terms.
- (d) These Terms and Conditions are available on www.safaricom.co.ke

NOTE: BLAZE BUNDLES ARE NOT FOR RE-SALE AND CAN ONLY BE PURCHASED FROM SAFARICOM AS INDICATED IN THE APPLICABLE PUBLISHED TERMS AND CONDITIONS. SAFARICOM SHALL NOT BE RESPONSIBLE IN ANY MANNER WHATSOEVER FOR BUNDLES PURCHASED FROM ANY OTHER SOURCE.