

TERMS AND CONDITIONS FOR THE BLAZE CREATE-YOUR-PLAN/BUNDLES SERVICE

The following terms and conditions apply to the **BLAZE Create-Your-Plan Bundles (CYP)** ("the Service") and by activating this Service you will be deemed to have read, understood and accepted the same:-

1. The Service

This Service gives eligible subscribers the ability to create a mix of voice minutes, data bundles and SMS on a daily, weekly or monthly plan.

2. Eligibility

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

3. Launch of Service

The Service will launch at **0000 hrs on 27th May 2016** ("**Service Date**").

4. How to access the BLAZE Create-Your-Plan/BUNDLES

- a. Dial *555# from your Safaricom Mobile or Data line.
- b. Follow the prompts to access and opt into the Service. OR
- c. Go to blaze.co.ke.
- d. Follow the mobile number verification process
- e. Follow the prompts to access and opt into the service.

5. How to Participate

- a. Dial *555# from your Safaricom Mobile or Data line.
- b. Select "**Create your Plan**". You will receive the Create your Plan menu.
- c. You will receive a URL which will direct you to the CYP Portal.

6. Price and Validity of Bundles

The BLAZE CYP Bundles provides you with the following plans valid for the periods indicated below:

1. DAILY BLAZE CYP BUNDLE : Features of the Daily BLAZE CYP Bundle

- a. The daily BLAZE CYP bundle is valid for twenty-four (24) hours from the time of purchase.
- b. The daily bundles will be auto-renewed every 24 hours as long as you have the airtime amount required in your mobile airtime account.
- c. You will be allowed to purchase multiple daily BLAZE CYP bundles in a day. However, auto-renewal will only happen based on the most recently purchased bundle.
- d. If you have a Daily BLAZE CYP bundle, you will not be able to purchase a normal daily bundle from *544#. You will have to unsubscribe from the daily *544# bundles in order to create a daily Blaze CYP bundle.
- e. You can disable auto renewal by accessing the WAP page.

| PRICE POINTS | KSHS |
|--------------|------|
| A | 10 |
| B | 20 |
| C | 30 |
| D | 50 |
| E | 100 |

2. WEEKLY BLAZE CYP BUNDLE : Features of the Weekly BLAZE CYP Bundle:

- a. The weekly BLAZE CYP bundle is valid for seven (7) days from the time of purchase.
- b. The weekly BLAZE CYP bundle will be rolled over by purchase of another Weekly or Monthly CYP bundles.

- c. The weekly BLAZE CYP bundle will not renew automatically.
- d. You can prompt weekly (every 7 days) auto-renewal by:
- e. Accessing the WAP page.
- f. Accessing the product USSD and selecting the auto-renew option.

| PRICE POINTS | KSHS |
|--------------|------|
| A | 50 |
| B | 100 |
| C | 150 |
| D | 250 |
| E | 500 |

3 MONTHLY BUNDLE: Features of the Monthly Bundle:

- a.
 - a. The monthly BLAZE CYP bundle is valid for thirty (30) days from the time of purchase.
 - b. The monthly BLAZE CYP bundle will be rolled over by purchase of another Weekly or Monthly CYP bundles.
 - c. The monthly BLAZE CYP bundle will not renew automatically. You will however be able to prompt monthly auto-renewal by:
 - d. Accessing the WAP page.
 - e. Accessing the product USSD and selecting the auto-renew option.

| PRICE POINTS | KSHS |
|--------------|------|
| A | 200 |
| B | 400 |
| C | 600 |
| D | 1000 |
| E | 2000 |

7. 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.

8. Other terms

- a. The CYP Bundles are for use both on-net and off-net.
- b. Once you exhaust your data bundle you will not be able to continue browsing until you purchase another data bundle by visiting the CYP Portal or accessing the USSD to purchase the data bundle you had previously subscribed to.
- c. The BLAZE CYP Bundles will not be available in conjunction with other promotions and rewards.
- d. The BLAZE CYP Bundles will not be available to roaming subscribers. Charges applicable for Roaming are available on safaricom.co.ke. Roaming means the use of telecommunication services while you are in other countries but using a Safaricom SIM Card.
- e. Safaricom reserves the right to amend or vary these terms and conditions or to withdraw the Promotion 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.
- f. 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 service that you may be enjoying available on www.safaricom.co.ke.

- g. Voice and SMS resources can be used to communicate with a subscriber on any other network.
- h. We will send to 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 CYP bundle balance via USSD by dialing *555# or by accessing the WAP page on www.blaze.co.ke/Create your bundle-The Airtime, Data, SMS, and voice balance will be displayed at the top.
- j. The Blaze CYP Bundle resources will have priority over any other resources if you have subscribed to previous services.

9. General Terms of usage

- a. You cannot transfer (*Sambaza*) CYP Bundles to other subscribers. You can transfer (*Sambaza*) up to 20 MB per day at 10Mb per transaction
- b. Upon purchase and use of the bundles, you will accumulate Bonga Points as per the published terms and conditions of the Safaricom Loyalty Programme.
- c. Blaze CYP 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. Terms and Conditions available on safaricom.co.ke

NOTE: BLAZE CYP 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.