

T & Cs – Madaraka Life Offer - 1GB /Month Starter Pack + 100 Starter Pack Mins/month +2 Bob/Min* to other network

1. What is the Madaraka Life Offer?

This tariff is applicable to new & existing prepaid customers;

1) **New customers** will successfully subscribe to the 1GB monthly starter pack + 100 starter pack Mins +2 Bob/Min* to other networks offer upon successful registration (KYC) and topping up Kes 100. The 1GB monthly starter pack + 100 starter pack Mins will be credited to the customers’ accounts on the anniversary of their subscription to the Madaraka Offer at a cost of kes 5 or if a customer buys a booster pack monthly. Three monthly data booster packs ((i)1GB @ 75kes, (ii) 4GB @ 240kes & (iii) 8GB @ 410kes) will be available for purchase by customers subscribed to the service. A customer need not exhaust the resources to purchase a booster pack. All offnet calls by subscribers enrolled to this tariff will be priced at Kes 2 per minute*.

2) **Existing customers** will opt-in upon a payment of kes100 & get 1GB monthly starter pack + 100 starter pack Mins +2 Bob/Min* to other networks, the 1GB monthly starter pack + 100 starter pack minutes will be credited to customers’ account on the anniversary of their subscription to the Madaraka Offer at a cost of kes 5 or if a customer buys a booster pack monthly. Three monthly data booster packs ((i) 1GB @ 75kes, (ii) 4GB @ 240kes & (iii) 8GB @ 410kes) will be available for purchase by customers subscribed on the service. A customer need not exhaust the resources to purchase a booster pack. All offnet calls by subscribers enrolled to this tariff will be priced at Kes 2 per minute*.

2. What is the product construct for Madaraka Life Offer?

Particulars	Price	Benefits
Price	KES 100/= (one-time enrollment charge)	Monthly charge of KES 5/= (every 30 days) Or if a customer buys a booster pack monthly.
Onnet Calls		100 Starter Pack Mins /Month
Offnet Calls		KES 2 /= per minute*
T-Kash		KES 50/= credited into the customers T-Kash wallet following successful registration. (One time during enrollment)
Data		1 GB Monthly Starter Pack
Validity		Renewal conditional on payment of a monthly charge of KES 5/= (every 30 days) Or if a customer buys a booster pack monthly. The 1GB Data, 100 onnet minutes and KES 2/= per minute* rate for offnet calls (i.e. the monthly benefits available under the ML Offer) will only be availed to customers upon payment of a monthly charge of KES 5/= (every 30 days) Or if a customer buys a booster pack monthly.

Booster Packs MRP (KES)	Data (GB)	Validity
75	1GB	30 Days
240	4GB	30 Days
410	8GB	30 Days

3. How will the customer (s) access the Madaraka Life

New Customers upon joining the Telkom Network will be enrolled to the service upon topping up Kes100.

Existing customers will opt-in to get the offer via *544*0#.

4. What is the validity of the Madaraka Life Offer?

This will be a permanent tariff. 1GB Monthly Starter Pack + 100 starter pack Onnet Mins Monthly will be loaded on the anniversary day upon a payment of kes 5 or purchase of a booster pack while calls to other network will cost Kes 2 Bob per minute*.

5. Who is eligible for the Madaraka Life Offer?

The offer is available to new & existing prepaid customers.

6. Does the 1GB Monthly Starter Pack Data rollover?

No, unutilized 1GB Monthly Starter Pack Data will not rollover to the next month.

7. Does the 100 starter pack (Telkom to Telkom) Monthly Mins rollover?

No, unutilized 100 starter pack (Telkom to Telkom) Monthly Mins will not rollover to the next month.

8. Do the booster packs rollover?

Unutilized resources from the booster packs will roll over to the following month provided that the booster pack has not expired.

9. How do I check my Madaraka Life Offer balance?

Simply Dial *144# or *131#.

10. What is the validity of the 3 Monthly Booster Packs?

1GB @ 75kes is valid for 30 Days

4GB @ 240kes is valid for 30days

8GB @ 410kes is valid for 30days

11. When will the customer (s) access the 3 Monthly Booster Packs?

The 3 data booster packs (1GB @ 75kes, 4GB @ 240kes & 8GB @ 410kes) will be availed to customers upon successful subscription to the Madaraka Life Offer by dialing *544*0#

12. What will be used first, is it the current data bundle or 1GB Monthly Starter Pack Data?

The 1GB Monthly Starter Pack Data will have higher priority in consumption than any other data bundle.

13. Is FREE WhatsApp included in the Madaraka Offer?

No, WhatsApp usage will be charged from your 1GB monthly starter pack data and bundle resources, where applicable.

14. How many times will the customer (s) get the 1GB Monthly Starter Pack Data?

The 1GB Monthly Starter Pack Data will be loaded on a monthly basis on the anniversary day upon a payment of kes 5 or purchase of a booster pack monthly, however the unutilized resources will not roll over to the next month.

15. What happens when a customer depletes the 100 Starter Pack Mins / month?

They will be charged a base rate of 2 kes per minute* for Telkom to Telkom Calls.

16. What happens when a customer (s) data balance is at OMB?

Data will be charged 4.30/- per MB (pay as you go (PAYG) rate).

17. Will the customer (s) earn Ziada points when they buy the Madaraka Life Offer?

Yes, Ziada points will be earned on the cost of the bundle.

18. Can I purchase any other bundle aside from the 3 Monthly boosters when I am on Madaraka Life Offer?

Yes, one can purchase the usual bundles.

19. Can I opt out of Madaraka Life?

Yes, simply dial *544*0*1#.