

T & Cs – Madaraka Life Offer - 1GB FREE/month + 100 Onnet Mins/month +2 Bob/Min to other network for a lifetime.

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 FREE monthly + 100 Onnet Mins +2 Bob/Min to other networks offer upon successful registration (KYC) and topping up Kes 100. The free 1GB + 100 Onnet Mins will be credited to the customers' accounts on the anniversary of their subscription to the Madaraka Offer at no extra cost to the customer. 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 free 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 FREE monthly + 100 Onnet Mins +2 Bob/Min to other networks. 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 free 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?

New Customers

Top-up	Data (GB)	Onnet	Offnet	Validity
100kes*	FREE 1GB Monthly	100 Mins Monthly	2 Bob/Min	Lifetime

Booster Packs

Booster Packs MRP (kes)	Data (MB)	Validity
75	1,024	30days
240	4,096	30days
410	8,192	30days

Existing Customers

Opt in via *444*58#	Data (GB)	Onnet	Offnet	Validity
One-time 100kes*	FREE 1GB Monthly	100 Mins Monthly	2 Bob/Min	Lifetime

Booster Packs on *444*58# after opting in

Booster Packs MRP (kes)	Data (MB)	Validity
75	1,024	30days
240	4,096	30days
410	8,192	30days

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 *444*58#.

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

This will be a permanent tariff. 1GB FREE monthly data + 100 Onnet Mins Monthly will be loaded at the beginning of every month 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 FREE 1GB Monthly data rollover?

No, unutilized FREE 1GB monthly data will not rollover to the next month.

7. Does the FREE 100 Telkom to Telkom Monthly Mins rollover?

No, unutilized FREE 100 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 *444*58#

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

The 1GB FREE Monthly 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 FREE Monthly Data and bundle resources, where applicable.

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

The 1GB FREE Monthly Data will be loaded on a monthly basis without additional cost to the customer however the unutilized free resources will not roll over to the next month.

15. What happens when a customer depletes the 100 Onnet Mins?

They will be charged a base rate of 2kes 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?

Yes one can purchase the usual bundles.