

## 1. The Product

The Holla Product enables Telkom Kenya Prepaid customers to access voice, SMS and data services at discounted prices by purchasing a Holla Bundle.

## 2. Eligibility

Holla bundles are open to all Prepaid Mobile customers.

## 3. Holla Bundles

› The Holla Bundles described herein below are available for subscription.

	Holla	HollaPlus	HollaPremium
Price(Ksh)	9	19	49
On net minutes	40	FREE	FREE
SMS (Any network)	40	FREE	FREE
Data (MB)	10MB	50MB	200MB
Off net rate	Ksh 3	Ksh 2	Ksh 2
Validity	24hrs	24hrs	3 days

- › To subscribe, the customers need to dial \*10#.
- › Holla and Holla Plus bundles are valid for 24hrs.
- › The Holla Premium bundle is valid for 3 days.
- › All the three Holla bundles will be renewed automatically after the validity period expires as long as a customer has sufficient airtime.
- › For the Holla bundle, any unutilized minutes, SMS and data bundles remaining at expiry of the validity period will be forfeited.
- › When a customer subscribes to either Holla Plus or Holla Premium bundles, they will enjoy a special off net rate of Ksh 2 instead of Ksh 3.
- › The special off net rate of Ksh 2 does not apply to Holla bundle customers.

- Holla Plus and Holla Premium customers will get Free on net calls with a fair use policy of 200 minutes per day and Free SMS across any networks with a fair use policy of 100 SMS per day
- To unsubscribe the customer will dial \*11# and select the bundle to unsubscribe from;
- Customers can subscribe to the same or different Holla bundles within the validity period of their existing Holla bundle.
  - If a customer has a valid Holla bundle and subscribes to the same or to a different bundle, the new resources (data for all Holla bundles, minutes and SMS for Holla at Ksh 9) will accumulate.

#### **4. Out of Bundle Tariff**

- When Holla customers exhaust their minutes, SMS and data, they will be henceforth charged an out of bundle rate of Ksh 3 for off net calls, Ksh 2 for on net calls and Ksh 4 per MB.

#### **5. General Terms**

- Bundles purchased or renewed automatically cannot be reversed.
- Telkom Holla bundles are not for resale. Telkom Kenya takes no liability for such resale or purchase through resale and further reserves the right to withdraw this service from you if you breach these terms.