



Telkom Kenya Limited – Multichoice Africa Holdings BV Limited-Standard Chartered Bank Kenya Limited and Bolt Technology Strategic Customer Acquisition Alliance Campaign

Telkom Customer Terms and Conditions

The following terms and conditions apply to the Telkom Kenya Limited – Multichoice Africa Holdings BV Limited-Standard Chartered Bank Kenya Limited and Bolt Technology Strategic Customer Acquisition Alliance Campaign (the “Campaign”) that will run for a specified duration as shall be agreed by the parties from time to time. By participating in the Campaign, you, henceforth referred to as “The Customer”, will be deemed to have read, understood and accepted these terms and conditions.

Eligibility

The Customer qualifies to participate in the Campaign if they meet the following criteria:

1. Express interest to participate in the campaign by dialling the code *544# using the Telkom line and select the Telkom-Showmax-Standard Chartered-Bolt combo of interest from the menu.
2. Proceed to purchase the selected data bundle from Telkom.

Offer

The offer involves:

- A Showmax subscription
- 30GB of Telkom data valid for 30 days for accessing Showmax
- A free Standard Chartered account with no operating fees for 3 months
- Four (4) free Bolt ride vouchers, each valued at KSH. 260 after opening a Standard Chartered account, valid for the duration of the data bundle

Features

1. Once the above eligibility criteria are met, The Customer will get:
 - a. A Showmax subscription, and
 - b. 30GB for KSH. 1200 of data for Showmax with a 30-day validity.
2. The Customer will then get the option to open a Standard Chartered cashback account for 3 months.

This offer involves:

- No Monthly Maintenance
- No minimum Balance
- No Mobile fee (T-Kash)
- Free Internal Transfers
- Free POS
- Free ATM

The fees and charges, which are automated charges, will be consolidated and reversed back into the Standard Chartered account on the 5th Day of the following month during the campaign period.

3. If The Customer opens the account, they will receive four (4) free Bolt ride vouchers, each valued at KSH. 260. Customers will only be able to utilise one (1) free Bolt ride voucher per trip.
4. Telkom Kenya will forward codes for the free Bolt ride vouchers to eligible customers upon successful account verification by Standard Chartered.
5. The free Bolt ride vouchers will not be transferable.
6. All Other Telkom Customer and Product Terms and Conditions to apply.

General Terms

1. All subscriptions shall be subject to approval through the Telkom's normal subscription processes. Subscriptions will be initiated once the Telkom's subscription requirements are met. Telkom's decision on subscription will be communicated directly to The Customer.
2. Telkom takes full responsibility to resolve complaints arising from the Telkom subscription features /benefits and the subscription application process by Customers and is not responsible for resolving any complaints arising from offers on Standard Chartered accounts, Showmax and Bolt vouchers to all qualifying Customers under this arrangement. Complaints with any products or benefits offered by the other campaign partners will be addressed by the relevant company.
3. Any dispute and/or matter of difference that arises involving Telkom Kenya and regarding any aspect of the Telkom Subscription features/benefits shall be settled, if possible, in an amicable way. The Parties shall be guided by Telkom Kenya's Dispute Resolution Policy as expressed in the Standard Terms and Conditions applicable to the advertised products.
4. Directors, partners and employees of Telkom Kenya Limited and its subsidiaries are not eligible to participate in this campaign.
5. We reserve the right to stop, amend, reduce or extend at any time the Campaign period.
6. Telkom assumes no liability for any direct or indirect loss or damage of any nature in connection with your participation in this Campaign (whether due to negligence or otherwise).
7. We reserve the right to terminate this Campaign. In such event, you waive any rights, which you may have against us and you acknowledge that you will have no recourse or claim of any nature whatsoever against us.
8. In the event of a dispute, we will inform the Customer on the decision made in regards to the dispute.
9. These terms and conditions are supplementary to Telkom Kenya's Standard Terms and Conditions applicable to the advertised products ("Standard Terms"). In the event there is any conflict between these terms and conditions and the Standard Terms, the Standard Terms shall apply.
10. The campaign shall be governed by the laws of Kenya.

11. Privacy

We are committed to respecting and protecting the privacy of the information we collect from you in compliance with the applicable laws and regulations on data use and privacy. Our privacy statement, as updated from time to time, explains how we treat your personal data and protect your privacy when you use our services and can be found on Telkom's Privacy Policy - <https://telkom.co.ke/telkom-privacy-policy>.

12. Data Sharing

To enable Standard Chartered identify customers who opt in to the banking solution, Telkom will share the details of the Customers with Standard Chartered (henceforth called Customer Data). The Customer data includes Name of customer, phone number of the customer and ID number of the customer. The confidentiality of The Customer Data will be protected in line with Telkom Kenya's Privacy Statement available on Telkom's website - <https://telkom.co.ke/telkom-privacy-policy>

13. Amendment

These terms and conditions and any update or amendment to them including amendment to the Privacy Statement will be available on Telkom's website - <https://telkom.co.ke/telkom-privacy-policy> - and will take effect from the date of notification of the update or amendment.

14. Customer complaints handling and queries

Telkom reserves the right to decline a subscription application without disclosing the reason for such decline except where required by law. Telkom shall exercise this right without accruing any liability and shall communicate the decline directly to The Customer.

Telkom shall be responsible for verifying the accuracy of any documentation completed and submitted by Customers to support the subscription application by Customers.

For any complaints or queries in regards to Telkom subscriptions, Customers may engage Telkom through the following contacts:

- a. Send an email to CustomerCare@telkom.co.ke or reach out on Telkom's social media handles: Twitter - https://twitter.com/telkomcare_ke and Facebook - <https://www.facebook.com/TelkomKenya/>
- b. Refer Customer to Telkom 24-hour Call Centre by dialling 100 toll-free from their Telkom line or 020-2221000 from a non-Telkom number.