



**EQUITEL BUNDLES AUTO RENEW FUNCTIONALITY FROM EQUITY BANK ACCOUNT
USER TERMS & CONDITIONS**

A. Equitel Bundles The Service From Bank Account.

The following terms and conditions apply to the Equitel Bundle The Service Renew functionality (“the Service”) through Equity Bank (Kenya) Limited (“Equity Bank”) Accounts to your Equitel SIM card. By activating this service you will be deemed to have read, understood and accepted the same:-

1. The Service

The Service is available for Equity Bank Account holders who are Equitel subscribers to receive and use bundles from the Service. The products include but not limited to Jipimie, Ongea and Data Plus Bundles and others that may be updated from time to time. The prices equally varies with the price of minimum auto renewable product currently being Ksh. 5. The auto renew is based on the product validity ie daily, weekly or monthly. Below are the products offers range.

Data Bundles Plus				
Data (MBs)	SMS	Price	Validity	Product Category Name
7	7	6	1 Day	Daily Internet Bundle
10	10	7	1 Day	Daily Internet Bundle
25	25	17	1 Day	Daily Internet Bundle
40	40	28	1 Day	Daily Internet Bundle
70	70	38	1 Day	Daily Internet Bundle
120	120	44	1 Day	Daily Internet Bundle
5		5	7 Days	Weekly Internet Bundle
15		15	7 Days	Weekly Internet Bundle
20		20	7 Days	Weekly Internet Bundle
50		40	7 Days	Weekly Internet Bundle
100		80	7 Days	Weekly Internet Bundle
250		219	30 Days	Monthly Internet Bundle
800		439	30 Days	Monthly Internet Bundle
2048		999	30 Days	Monthly Internet Bundle
5120		1599	30 Days	Monthly Internet Bundle
8192		2000	30 Days	Monthly Internet Bundle

Jipimie Bundles (Three in One)					
Min	MB	SMS	Price	Validity	Product Category Name
5	7	5	22	1 Day	Daily Jipimie
10	30	15	54	1 Day	Daily Jipimie

20	80	25	99	1 Day	Daily Jipimie
20	50	20	109	7days	Weekly Jipimie
110	100	50	549	7days	Weekly Jipimie
300	300	100	999	7days	Weekly Jipimie
300	200	150	1099	30Days	Monthly Jipimie
400	750	300	1599	30Days	Monthly Jipimie
500	1000	300	2199	30Days	Monthly Jipimie
1200	1000	200	3499	30Days	Monthly Jipimie

Ongea Bundles				
Min	SMS	Price	Validity	Product Category Name
7	7	22	1 Day	Ongea Daily
18	10	54	1 Day	Ongea Daily
35	25	99	1 Day	Ongea Daily
30	20	109	7days	Ongea Weekly
175	50	549	7days	Ongea Weekly
400	100	999	7days	Ongea Weekly
350	150	1099	30Days	Ongea Monthly
500	300	1599	30Days	Ongea Monthly
700	300	2199	30Days	Ongea Monthly
1300	300	3499	30Days	Ongea Monthly

Other Bundles					
Min	MB	SMS	Price	Validity	Product Name
1000MIN			2499	30 Days	1000MIN+Riziki
500MIN			1249	30 Days	500MIN+Riziki
50MIN			100	7 Day	50MIN @ Ksh. 100
25MIN			40	1 Day	25MIN @ Ksh. 40
	2,048		1099	30days	2GB+Riziki
35MIN			35	1 Day	35MIN @ Ksh. 35
	100MB	100SMS	35	1 Day	100MB+100SMS @ Ksh.35

2. Eligibility to the service

All subscribers who meet the following service eligibility criteria will be eligible to activate bundle the Service from Equity Bank account:

- Subscribers must be registered and active on Equitel telephony and/or Mbanking;
- The Principal Subscriber must be a holder of an Equity bank account and an active Equitel line to subscribe for the service.
- Beneficiary subscriber must have active Equitel line.

- d. Subscribers de-activated by Equitel will not be eligible for the service.
- e. Principal subscriber purchasing for Beneficiary subscriber and who opts for Equitel bundles the Service from the account will have amounts deducted from account and bundles send to the beneficiary subscriber.

3. Service fee for Bundles Products The Service from Bank Accounts

Equitel shall deduct equivalent amount of the bundle selected, push the product the intended recipient (Self or Other line). Once customer has accepted the terms at the first purchase, and depending on the product, the amount will be deducted either daily, weekly or monthly are the bundle posted to the intended line. Refer to <https://www.equitel.com/equite1-bundles> for more details about the products and the charges.

4. How to access the service (Customer Journey)

- a. You may access the service by:
 - (i) Dialing short code *544# or *100# via your Equitel line, or from Sim Tool Kit MENU(STK) or From Eazzy Banking App.
 - (ii) Select the product key name
 - (iii) Select line that will receive the product
 - (iv) Select detailed product specifications
 - (v) Select option of buy & the Service, buy or cancel
 - (vi) Select buy from Account
 - (vii) Accept the T&Cs and,
 - (viii) Pop up with specifications of the selected bundles is pushed to customer to proceed with the purchase
 - (ix) Confirm by replying to purchase
- b. You will receive a confirmation SMS once the purchase is successful and credited into your line.
- c. You are responsible for accurate selection you require. The Service bundle purchase can be cancelled.
- d. You can request for the daily, weekly or monthly the Service.
- e. The Bundles Products the Service from Equity Bank Accounts service is provided to you subject to availability of Money in the Principal subscriber.

5. Deduction and Bundles allocation and cancelation of the Service

- a. The system debit the Principal subscriber's Equity Bank account and credit relevant Equitel line with the bundle(s)
- b. Subscriber will be notified via an SMS that they have received the bundles purchased.

- c. Equitel reserves the right to make deductions from your account and credit the Equitel line indicated/selected at the time of initial purchase with equivalent bundle as long as the the Service is still active.
- d. Customer can subscribe out of the the Service by dialing *544#, select Settings/Help, select cancel the Service, or *100#, then select settings/help and cancel the Service.
- e. Where the principal subscriber has canceled the Service, the cancelation is effected at midnight and the subsequent the Service will be stopped until customer activate the Service again.
- f. Principal subscriber can set the Service for more than one bundle product and all will be pushed as long as there is enough money in the principal's equity bank account.

7. Alerts on the service

Equitel may proactively alert you of the existence of the service as well as send you SMSes to prompt you to make top up your account for the Service to be effected or to alert you about other promotions.

Miscellaneous terms

- 8. Equitel reserves the right to vary the prices of different bundles or review the bundled products specifications and/or these Terms & Conditions from time to time.
- 9. Once bundled product expires, you will not be able to redeem and or use them.
- 10. The information provided by you, or relating to your use of Equitel services, will at all times be kept confidential.
- 11. The Bundles Products The Service From Principal's Equity Bank Accounts service is not fault free. The quality and availability of services may be affected by various factors including (but not limited to) acts of god, geographical topography, weather conditions, planned maintenance or rectification of systems used in deliver ing the Service. Equitel and its service providers shall not be held responsible for any delay in service delivery.
- 12. Without prejudice to any other remedies available at law, Equitel reserves the right to immediately terminate use of the services by you if it has reason to believe that you are using - or have used at any time - the service in a manner that is unauthorized, unlawful or fraudulent.
- 13. Equitel will not be liable for any injury, loss or damage resulting from any failure, interruption, delay, suspension or restriction of the Bundles Products The Service From Principal's Equity Bank Accounts service.
- 14. These Terms & Conditions shall be governed by the laws of Kenya.
- 15. The Equitel bundle products the Service from Equity Bank account or airtime is not a resale service and Equity Agents/ Eazzy Pay merchants, airtime and key account dealers will not have access to the service for resale to subscribers.
- 16. Kindly address any positive feedback, queries or complaints to the Equitel customer care team by calling 100 via your Equitel line or 0763000100 from a different network.
- 17. Extension of Terms

- a. Save as modified above, these Terms and Conditions are supplemental to and subject to the published Equitel Service Terms and Conditions and other Services that you may be using
- b. Equitel reserves the right to amend or vary these terms and conditions or to withdraw the Service at any time. These terms and conditions may be varied or amended by Equitel at any time and by continuing to use the Equitel bundles the Service from Equity bank account you will be deemed to have read, understood and accepted such amended terms and conditions. The varied terms and conditions will be available on the Equitel website www.equitel.co.ke.
- c. Terms and Conditions of this product is available on <https://www.equitel.com/equitel-AutoRenew-T&C>