

# Discounted Safaricom E-learning Data Bundles

# Solution Summary

- The Safaricom E-Learning Discounted Data Bundles are for educational institutions that are offering **remote teaching and online learning**
- These are pre-paid bundles of 10GB at a cost of KES 500 per month
  - Unused data bundles can be rolled over to a subsequent month.
- Only eligible users whose mobile numbers have been submitted to Safaricom through KENET can purchase the bundles.
  - Mobile number registration portal is at <https://registration.kenet.or.ke>
- The discounted bundles provided are *restricted to resources that are provided by participating educational institutions in collaboration with KENET.*
- Accessing internet resources outside those included in the restricted **whitelisted** resources will be charged to other data bundles or airtime.

# Mobile Number Submission/Registration

## Subscriber/End User

1. There are two options for submission of mobile number:
  1. You can submit your mobile number directly through your educational institution or
  2. Enroll by visiting the KENET Portal <https://registration.kenet.or.ke/registration>
2. To Enroll through the KENET Portal
  1. Visit the KENET Portal <https://registration.kenet.or.ke/registration>
  2. Fill in your details on the form (use email assigned to you by your institution)
  3. Select **I'm not a robot**
  4. Select **Submit**
  5. System sends verification email to the email used in the registration

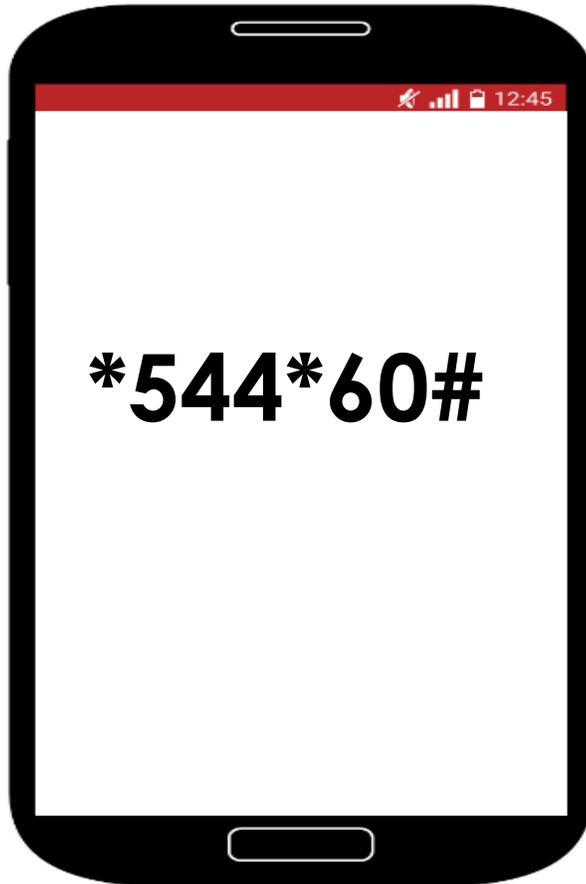
# Verification of Mobile Number Enrolment

## Subscriber/End User

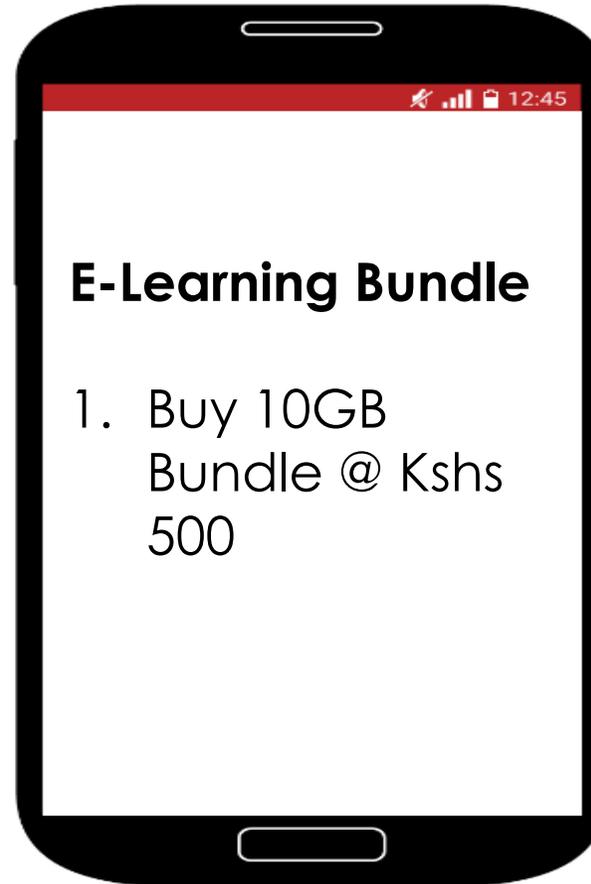
1. Visit <https://registration.kenet.or.ke>
2. Select **Bundle Enrolment Verification**
3. Enter/Input your mobile number
4. Select **I'm not a robot**
5. Select **Verify**
6. System provides feedback – **Whitelisted** or **Not Whitelisted**

# Subscription Process

Student/Staff dials USSD code



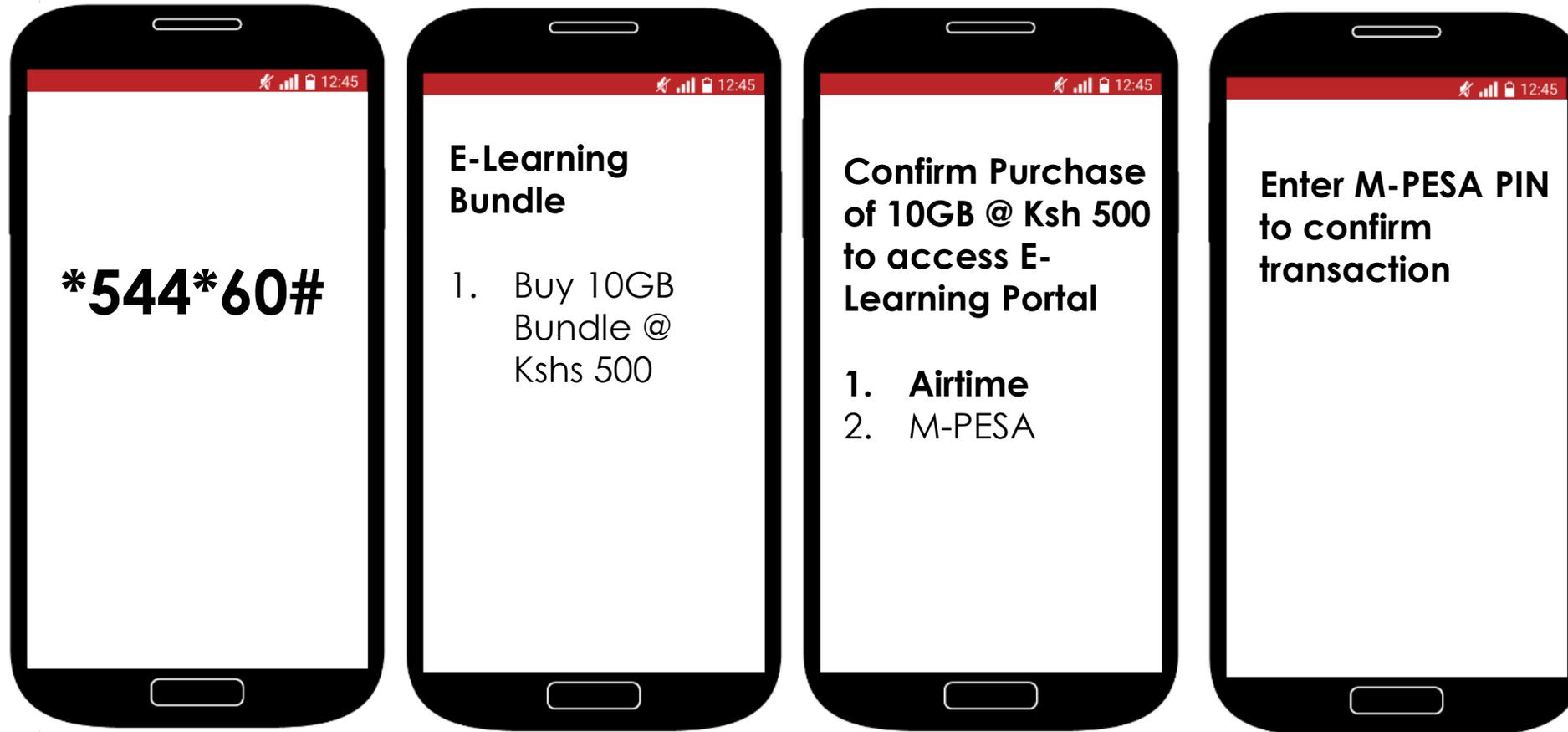
Select Option



Award Notification

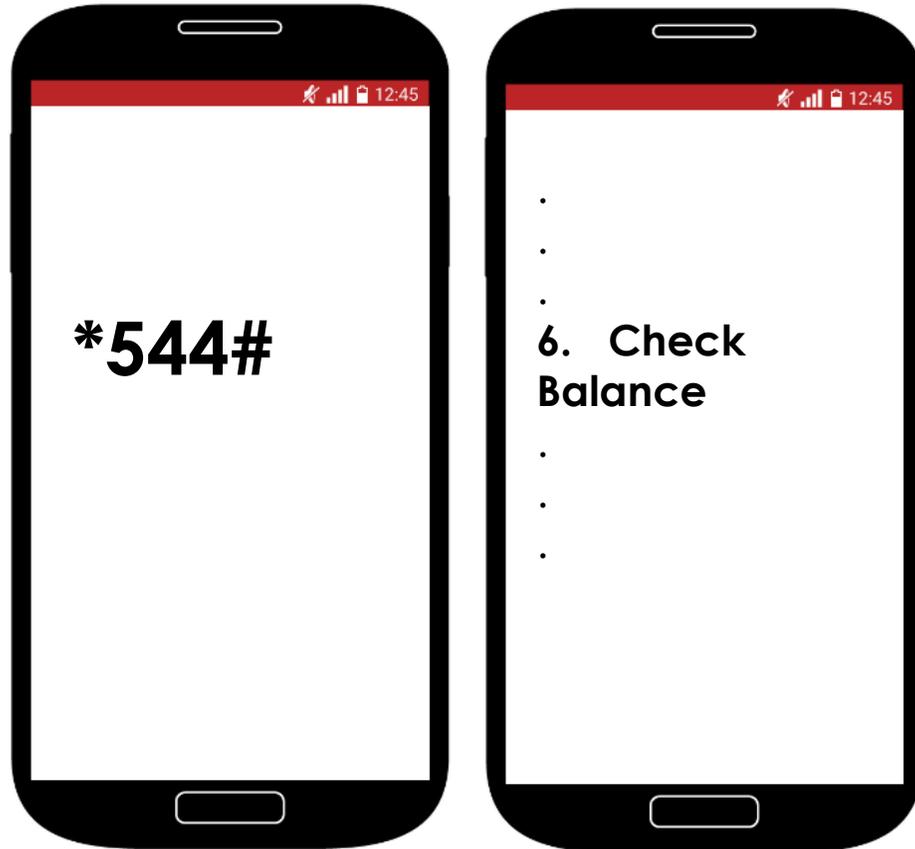
Thank you for Opting In  
to  
University E-Learning  
Service. You have been  
Awarded 10GB Internet  
Bundle for E-Learning  
Access.

# Bundle Purchase Procedure



# Bundle Verification/Balance Procedure

## SMS Feedback



Other Bundle  
Information.....

.....  
**E-Learning bundle: 10240MB,  
Expiry: 01-01-2020 00:00**

# Queries Regarding Enrolment and Resources

## Subscriber/End User

1. Visit <https://registration.kenet.or.ke>
2. Select **Contact Support**
  1. Select type Bundles Enrolment Support – for problems of mobile numbers or bundles purchase
  2. Select Resource URL Whitelisting Support – for problems relating to education resources
3. Enter/Input the details requested (e.g. Your Name, Name of Institution, email address, etc)
4. Enter the nature of your query
5. Verify you are not a bot
6. Submit

# Frequently Asked Questions

## Subscriber/End User

For problems that are common to many of the users, KENET has compiled some of the queries and provided answers to those queries. Kindly visit our FAQ page <https://registration.kenet.or.ke/faq> to check whether there is a quick answer to a problem you are facing. The queries addressed range from how to buy bundles, how long it takes to activate a number after submission, and many more.

<https://registration.kenet.or.ke/faq>

# Thank You

**[www.kenet.or.ke](http://www.kenet.or.ke)**

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<https://registration.kenet.or.ke>