

Airtel Smarta Bundles - Complete Guide

Product Overview

Product Name: Airtel Smarta Bundles

Type: Monthly prepaid package

Provider: Airtel Kenya

Duration: 30 days from purchase date

What You Get

1. **100% cashback as airtime** on specific Airtel Money transaction charges
 2. **Data allocation** (varies by bundle type)
 3. **Voice minutes** (on-net and all-net)
 4. **SMS allocation**
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Eligibility and Purchase

Who Can Buy

- **All Airtel customers** are eligible
- **New prepaid customers** are eligible
- **Existing prepaid customers** are eligible

How to Purchase

Purchase Methods:

- Dial ***544#** on your Airtel line

- Dial *334# on your Airtel line
- Use the My Airtel App

Payment Options:

- Airtime balance
 - Mobile Money
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Bundle Types and Allocations

Smarta Bundle @ KSH 1,000

- **Daily Data:** 30 GB (1GB per day)
- **Mins to any Network:** 400 minutes
- **Airtel to Airtel:** 3,000 (100 mins daily)
- **SMS:** 2,000

Smarta Bundle @ KSH 1,500

- **Daily Data:** 60GB (2GB per day)
- **Mins to any Network:** 900 minutes
- **Airtel to Airtel:** 3,000 (100 mins daily)
- **SMS:** 5,000

Allocation Schedule

- **Data:** Allocated daily at midnight
 - **On-net Minutes:** Reset and allocated daily at midnight
 - **All-net Minutes:** Allocated once at time of purchase
 - **SMS:** Allocated once at time of purchase
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Validity and Renewal

Bundle Validity

- **Duration:** 30 days from purchase date
- **Grace Period:** 24 hours after expiry to renew and keep unused resources

Rollover Rules

- **Daily unused data** rolls over to the next day
- **Unused resources** (Data, Minutes, SMS) roll over if same bundle purchased within 24 hours of expiry
- **No rollover** if different bundle purchased or if 24-hour grace period expires

Multiple Purchases

- **Same bundle multiple times:** Extends validity by 30 days from latest purchase
- **Different bundles:** First purchased bundle used first, both run in parallel
- **Upgrade/downgrade:** Previous bundle continues until expiry, new bundle runs in parallel

Cashback (Rudishiwa) Benefits

Eligible Transactions (100% Cashback as Airtime)

1. **All Paybill transactions** - transaction charges only
2. **All Till transactions** - transaction charges only
3. **Bank to Wallet transactions** - transaction charges only
4. **Airtel Money agent withdrawals** - transaction charges only

Excluded Transactions (No Cashback)

1. **Betting sites** - Paybill and Till transactions
 2. **Send money to other mobile networks** - all transactions
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Usage Rules and Restrictions

Voice Minutes Priority

- **On-net minutes** are used first when calling Airtel numbers
- **All-net minutes** used after on-net minutes are exhausted
- **All-net minutes** can call all local telecommunications networks
- **All-net SMS** can be sent to all local telecommunications networks

Data Usage

- **Access:** All internet sites including streaming audio and video
- **Out of bundle:** Charged at current Pay-As-You-Go rates
- **Transfer:** Cannot transfer bonus data to other subscribers

Roaming

- **Smarta Bundles resources:** NOT available while roaming
 - **Roaming charges:** Apply as per standard rates at <https://airtelkenya.com/>
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Account Management

Check Balance

Method 1: Dial *544*3#

Method 2: Check My Airtel App account

Notifications

- SMS sent when data allocation depletes
 - SMS sent when validity period expires
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Important Terms

Resale Restrictions

- Smarta Bundles are **NOT for resale**
- Reselling without Airtel Kenya consent may result in product withdrawal

Service Changes

- Airtel reserves right to modify or discontinue Smarta Bundles
 - Changes communicated via SMS, website, or official channels
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Customer Support

Contact Information

- **Customer Care:** Call 100
 - **Email:** customerservice@ke.airtel.com
 - **Physical:** Visit nearest Airtel shop
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Frequently Asked Questions

Q1: What exactly is Smarta Bundles?

A: An all-in-one monthly prepaid package providing 100% cashback as airtime on Airtel Money transaction charges, plus data, minutes, and SMS.

Q2: Who can buy Smarta Bundles?

A: All Airtel customers, including both new and existing prepaid customers.

Q3: How do I purchase Smarta Bundles?

A: Dial *544# or *334# on your Airtel line, or use the My Airtel App.

Q4: What payment methods are accepted?

A: Airtime balance or mobile money.

Q5: How long do Smarta Bundles last?

A: 30 days from the date of purchase.

Q6: When do I get my daily data?

A: Data GBs are allocated daily at midnight. Unused data rolls over to the next day.

Q7: What happens to unused resources when my bundle expires?

A: Unused resources (data, minutes, SMS) roll over if you buy the same bundle within 24 hours of expiry.

Q8: Is there a grace period for renewal?

A: Yes, 24 hours after bundle expiry to purchase the same bundle and roll over unused resources.

Q9: Can I buy multiple bundles in one month?

A: Yes, buying the same bundle multiple times extends validity by 30 days from the latest purchase.

Q10: If I buy both Smarta 1000 and 1500, which is used first?

A: The first bundle purchased is used first. Both bundles run in parallel with daily resource rollovers.

Q11: What happens when I upgrade or downgrade bundles?

A: The previous bundle continues running until expiry, parallel with the new bundle.

Q12: If I buy another Smarta 1000 before my current one expires, what's my daily data?

A: 1GB per day plus any rolled-over data until the new expiry date.

Q13: What cashback benefits do I get?

A: 100% cashback as airtime on Paybill/Till charges, Bank to Wallet charges, and Airtel Money agent withdrawal charges.

Q14: Are there cashback restrictions?

A: Yes, betting site transactions and sending money to other networks are excluded.

Q15: How do I check my balance?

A: Dial 5443# or check the My Airtel App.

Q16: Can I use Smarta Bundles while roaming?

A: No, roaming charges apply when using services outside Kenya.

Troubleshooting Questions for Airtel Smarta Bundles

I. Purchase & Activation Issues:

1. "I'm trying to buy a Smarta Bundle, but the purchase isn't going through. What could be the problem?"
 - Are you an Airtel customer (New, Existing, or Airtel Premier Subscriber)?
 - Which method are you using to purchase (*544#, *334#, or My Airtel App)? Have you tried an alternative method?

II. Bundle Allocation & Usage Issues:

2. "My daily data isn't being allocated, or it seems incorrect."
 - What time are you checking for your data allocation? Data is allocated daily.
 - Have you already used your daily allowance (e.g., 1GB for the KSH 1,000 bundle, 2GB for the KSH 1,500 bundle)?
3. "I'm experiencing issues with my voice minutes or SMS allocation."
 - For Airtel to Airtel minutes, are you aware that 100 minutes are allocated daily? Have you used your daily allocation?
 - For "Mins to any network" and "SMS to any network," have you consumed a significant portion of your total allocation for the month?

III. Validity & Rollover Issues:

4. "My bundle expired, and my unused data didn't roll over. Why not?"
 - Did you renew your bundle within 24 hours of its expiry? Unused data for the month only rolls over if renewed within this grace period.

- Did you have any daily unused data that should have rolled over to the following day?
- 5. "My Smarta Bundle is no longer active, even though I think it should be."
 - When did you purchase the bundle? It is valid for 30 days from the date of purchase.

IV. Airtel Money Benefits & Cashback Issues:

- 6. "I made an Airtel Money transaction but didn't receive 100% transaction fee cashback as airtime."
 - Was the transaction an eligible one for cashback (Bank to your Airtel Money wallet, Any Paybill for any network, Withdrawal at any Airtel Money agent, Buy goods till)?
 - For "Bank To Wallet" transactions, did you use your current registered number with your bank to send money to your Airtel Money Wallet?
 - Did the transaction involve sending money to other networks? While these have lower charges, the document doesn't explicitly state 100% cashback for them.
 - Was it an "Airtel to Airtel" money transfer, which is free and therefore wouldn't have a transaction fee to be refunded?

V. Airtel Money Account Issues (Activation/PIN):

- 7. "I'm having trouble activating Airtel Money or I've forgotten my PIN."
 - Have you tried dialing *334#?
 - Have you followed the steps: "Select My Account/ PIN," then "Reset PIN/ Forgot PIN," then entered your Security Question & answer, and finally entered a New PIN?

VI. General Support:

"I need further assistance with my Smarta Bundle or Airtel Money."
Have you tried calling 100 for customer assistance?

