



TERMS AND CONDITIONS FOR THE SAFARICOM POSTPAY 'DO IT YOURSELF' SERVICE

The following Terms and Conditions apply to the Safaricom PostPay Do It Yourself service (the "**Service**") and by using the Service, you will be deemed to have read, understood, and accepted the same:

1. Eligibility

The Service is open to all individual Safaricom Prepay subscribers.

2. Service Launch date

The Service will be launched at **0000hrs** on **23rd October 2019**.

3. The Service

- a) This Service enable individual Safaricom PrePay subscribers to join the Safaricom PostPay tariff by dialing *544#. This can be done without visiting Safaricom shop.
- b) Select customers will have predefined monthly limits they can use when joining

4. The Bundles

The following bundles will be available to PostPay DIY customers.

Kshs.	Data bundle	Voice resources	SMS resources
1,000/=	8GB	400 minutes	1,000 SMS + Free WhatsApp
2,000/=	17GB	1,000 minutes	2,000 SMS + Free WhatsApp
3,000/=	27GB	1,500 minutes	3,000 SMS + Free WhatsApp
5,000/=	47GB	2,500 minutes	5,000 SMS + Free WhatsApp
10,000/=	100GB	7,500 minutes	10,000 SMS + Free WhatsApp

5. How to join PostPay

- a. Individual Safaricom PostPay subscribers will dial ***544# or *100#**.
- b. Select **"Join PostPay"**.
- c. Select subscribers will be informed of their monthly limits and they can opt to join PostPay with limits allocated or enter their preferred limits.
- d. Individual subscribers who input monthly limits greater than what they have been allocated will be required to top up the difference as deposit.
- e. Individual subscribers with no limits allocated will be required to input their preferred limits. The deposit payable will be equivalent to the limit that customer has input).
- f. You will then proceed to enter your e-mail address, accept to post-pay terms and conditions and join PostPay.
- g. Safaricom will migrate you to PostPay. You can access customer care through *200#.
- h. Your monthly bill will be sent through SMS and email.
- i. Payment will be required by the 5th day of every month.
- j. We will send you notifications on the 2nd, 3rd, 4th and 6th of the month.
- k. Once you pay, you will receive a notification confirming successful payment.
- l. On 7th day after due date, subscribers who have not paid their bills to receive a notice to disconnect.
- m. If you pay through M-Pesa after disconnection, you will be reconnected within 20 minutes.

6. How to pay for the PostPay service

- a. You can make payment through any of the following channels:
 - i. M-Pesa through Safaricom PostPay PayBill 200200.
 - ii. Bonga points via PayBill 200200.
- b. Subscribers who remain in default 90 days after the due date will automatically be terminated on the Service and transferred back to PrePay.
- c. Safaricom will forward your details to CRB if you remain in default 106 days after due date.

d. CRB listing will be done 120 days after the due date.

7. Expiry of resources

The resources purchased will all expire after **thirty (30) days**.

8. Termination of service

To terminate the Service, you will be required to send mail to advantage@safaricom.co.ke.

9. Purchase of resources

You will be able to purchase resources to utilize from your monthly limits once onboarded on PostPay. The following resources will be available depending on the customer's limit.

PRICE KES	PLAN RESOURCES	VALIDITY
1,000	400 minutes + 8GB + 1000 SMS + WA	30 days
2,000	1,000 minutes + 17GB + 2,000 SMS + WA	30 days
3,000	1,500 minutes + 27GB + 3,000 SMS + WA	30 days
5,000	2,500 minutes + 47GB + 5,000 SMS + WA	30 days
10,000	7,500minutes + 100GB + 10,000 SMS + WA	30 days

10. Privacy

Safaricom is committed to respecting and protecting the privacy of the information we collect from you in compliance with the applicable laws and obligations 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 Service and can be found on [https://www.safaricom.co.ke/images/Downloads/Terms and Conditions/C1 Safaricom Data Privacy Statement.pdf](https://www.safaricom.co.ke/images/Downloads/Terms_and_Conditions/C1_Safaricom_Data_Privacy_Statement.pdf).

11. Amendment of the Privacy terms

Any update or amendment to these Terms and Conditions including privacy terms will be available on the Safaricom website www.safaricom.co.ke and will take effect from the date of notification of the update or amendment.

12. Other terms

- (a) The PostPay monthly limit will not be used for roaming. To enjoy roaming services, you will be required to activate roaming from the ***200#** menu and in case of additional deposit, the same will be paid at our Safaricom retail shops.
- (b) You will accumulate Bonga Points on use of the Safaricom PostPay service as per the published terms and conditions of the Safaricom Loyalty Programme found on https://www.safaricom.co.ke/images/Downloads/Terms_and_Conditions/Terms_and_Conditions_for_the_new_bonga_matic.pdf.
- (c) Safaricom reserves the right to amend or vary these Terms and Conditions or to withdraw this Service at any time. In any of these events, notice will be given via media advertisements and will be effective immediately or as at the date referred to in such notifications.
- (d) These Terms and Conditions available on www.safaricom.co.ke.