

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

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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 **23<sup>rd</sup> October 2019**.

### 3. Amendment of Terms

These terms and conditions were amended on 25<sup>th</sup> February 2025.

### 4. 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.

### 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 5<sup>th</sup> day of every month.

- j. We will send you notifications on the 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> and 6<sup>th</sup> of the month.
- k. Once you pay, you will receive a notification confirming successful payment.
- l. On 7<sup>th</sup> 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. Account Prepayment**

- a. When you make a prepayment, the amount is credited to their Prepayment/Credit Limit account balance.
- b. The available balance will be used for the below scenarios in the order listed:
  - i. To offset an existing bill if you have an outstanding amount (immediately debited to recover the outstanding amount).
  - ii. To access SMS, Voice, Data, VAS services out of bundle.
  - iii. To offset a future bill. This is done on the first of every month during bill run.
  - iv. Purchase other Safaricom products and services.

## **8. Termination of service**

In order to terminate the Service, you will be required to send mail to [advantage@safaricom.co.ke](mailto: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.

## 10. Privacy

### a. Definition

“**Personal Information**” means personal identifiable information as prescribed in the Data Protection Act which includes but is not limited to name, address, phone number, identification number, location data.

### b. Collection

We are required by law to collect certain personal information and are legally obligated to deny you the service if such information is not available.

Apart from the legal obligation mentioned above, we also need to collect your Personal Information for quality service delivery. Please note that although this is voluntary, without such information we may not be able to provide quality service.

### c. Privacy

We are committed to respecting and protecting the privacy of the information we collect from you. Our privacy statement, as updated from time to time, explains how we treat your personal information, who we share your information with and measures taken protect your privacy when you use our Service. This can be found on [Safaricom Data Privacy Statement](#). If unable to access the link or our website, please reach us on any of our customer care channels to receive a copy.

### d. Minors

When registering a minor as a Safaricom subscriber, a person with parental authority shall open and maintain an account in their name for and on behalf of the minor. For purposes of these Terms and Conditions, a person with parental authority shall include the birth parents of a minor, legal guardian or other person who can demonstrate legitimate authority over the minor's affairs.

## 11. 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 matric.pdf](https://www.safaricom.co.ke/images/Downloads/Terms_and_Conditions/Terms_and_Conditions_for_the_new_bonga_matric.pdf).

(c) Safaricom reserves the right to amend or vary these Terms and Conditions including the privacy terms 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. Any update to the privacy terms will be available on the Safaricom website [www.safaricom.co.ke](http://www.safaricom.co.ke) and will take effect from the date of notification of the update.

(d) These Terms and Conditions available on [www.safaricom.co.ke](http://www.safaricom.co.ke).