



## TERMS AND CONDITIONS FOR THE SAFARICOM PLATINUM SERVICE

The following Terms and Conditions apply to the Safaricom Platinum Plans Service ("the **Service**") and by activating this Service, you will be deemed to have read, understood and accepted the same:

### 1. Eligibility

The Service is open to all individual Safaricom PrePay, PostPay and Hybrid subscribers.

### 2. Service Launch date

The Service was launched **0000hrs** on **23<sup>rd</sup> of February 2018**.

### 3. The Service Plans

The Service is a lifestyle-driven monthly plan that is targeted at professionals to give them:

- i. Worry free mobile plans;
- ii. Bill manager to manage their utility bills.

#### (a) Worry Free Mobile Plan

These value-for-money bundled mobile packages allow you to enjoy affordable and convenient mobile plans on calls, data and SMS.

Prepay subscribers will enjoy the 'prepay integrated bundles' that offer more value for data, SMS, minutes.

Platinum Plus					
Platinum Plus Plan	Minutes	International Minutes	Data	SMS	Amount
Platinum plus 1k+ Free WhatsApp	300	0	5GB	Unlimited	1,000
Platinum Plus 2K+ Free WhatsApp	600	0	15GB	Unlimited	2,000
Platinum Plus 3K+ Free WhatsApp	1000	0	25GB	Unlimited	3,000
Platinum Plus 5K+ Free WhatsApp	1500	40	50GB	Unlimited	5,000
Platinum Plus 10K+ Free WhatsApp	2000	100	100GB	Unlimited	10,000

<b>Prepay Integrated Plans</b>					
<b>Prepay integrated bundles</b>	<b>Minutes</b>	<b>International Minutes</b>	<b>Data</b>	<b>SMS</b>	<b>Amount</b>
Platinum Plus 1K+ Free WhatsApp	200	0	4GB	Unlimited SMS	1000
Platinum Plus 2K+ Free WhatsApp	400	0	12GB	Unlimited SMS	2000
Platinum Plus 3K+ Free WhatsApp	600	0	20GB	Unlimited SMS	3000
Platinum Plus 5K+ Free WhatsApp	1000	40	35GB	Unlimited SMS	5000
Platinum Plus 10K+ Free WhatsApp	1500	100	40GB	Unlimited SMS	10000
<p><b>*International Minutes for 5k and 10K Plans; China , USA, India &amp; Canada</b>  <b>* In addition to the resources available under the service, subscribers will have access to incentivized services from Shell Petrol Stations countrywide, Eatout.com and Ticketsasa.</b>  <b>* Subscribers to the Platinum Plus 10K Plan will have access once a year to business class lounges in major airports worldwide</b>  <b>* All Platinum Plans &amp; prepay integrated bundles are bundled with FREE WhatsApp. Subscribers will browse WhatsApp at normal speeds using the purchased Platinum Plan, but once the resources of the purchased Platinum Plan is depleted Subscribers will have free WhatsApp for the validity of the Platinum Plan. Free WhatsApp speeds will be throttled at 512kbps.</b></p>					

**Note:**

\*International Minutes are for Zone 1 – China, USA, Canada and India.

\*Unlimited SMS are always subject to the fair use policy.

\*Platinum 1K and Platinum plus 1K will be available for select customers

**b) Bill Manager**

- Platinum customers will enjoy Bill Manager on mySafaricom app allowing them to save and pay bills all in one transaction.
- Platinum customers will no longer need to memorize till or paybill numbers when making payment as bill manager will keep tab of this.
- Bill manager will also remind Platinum customers of their bill payment due dates.

**4. How to purchase plans:**

**(a) Platinum Plans are available via mySafaricom app.**

- i. New customers without mySafaricom app will be required to download the app from App Store (Apple Devices) or Play Store (Android Devices).
- ii. For PostPay and PrePay subscribers with the mySafaricomApp downloaded on their phone, the Platinum icon will be available on the home page and you will be required to select "**Safaricom Platinum**".
- iii. Follow the prompts to purchase the Platinum plans that best suits you.
- iv. You will receive a notification confirming successful subscription to your bundle purchase.

**(b) Purchase via USSD**

- i. Prepay subscribers can purchase Platinum one-off plans via USSD code \*100#.
- ii. PostPay subscribers will purchase Platinum Plus bundles via USSD code \*200#. This plan will automatically renew after every thirty (30) days.
- iii. PrePay and PostPay subscribers purchasing Platinum Plans via USSD will enjoy lifestyle benefits from mySafaricom app. Migration from PrePay to PostPay will also be available on mySafaricom app.

**(c) Purchase Options available for the customer.**

- i. PrePay customers can select;

**Buy Once (valid for 30 days)**

Payment options available will be via Airtime, M-PESA or Bonga points. For Bonga points, the matrix is as follows:

<b>Price Point</b>	<b>Bonga Points</b>
1,000	3,300
2,000	6,700
3,000	10,000
5,000	16,700
10,000	33,300

**Platinum Plus**

- Prepay customers will have an option of moving to Platinum Plus and receive resources monthly. Once they select this option they will be required to:
  - I. Input their Email address (where they will be receiving their monthly bill statements);
  - II. Accept Terms and Conditions;
  - III. Pay for the plan selected and make a deposit of a similar plan amount via M-PESA;

- IV. Customers who subscribe will then get prompts for a successful migration and Platinum resources.
- V. Prepay subscribers opting for Platinum Plus will receive prorated resources based on the date of the month
- VI. Once on Platinum Plus, they will be receiving resources on 1<sup>st</sup> of every month
- VII. On full utilisation of the bundle resources before thirty (30) days, subscribers can top up using airtime under the published Safaricom tariffs and terms on data, voice, SMS and Bonga.
- VIII. Bill payment will be via
  - a. M-PESA through Safaricom post-pay Paybill 200200
  - b. Bonga points via paybill 200200
  - c. Safaricom retail shops
  - Subscribers on Platinum plus cannot upgrade/downgrade their plans first month they opted into the service, upgrades/downgrades will be allowed on subsequent months.
  - Prepay customers who migrate to Platinum Plus and wish to stop receiving platinum resources or wish to terminate the Platinum service will be required to visit any Safaricom retail shop.
- ii. PostPay customers will purchase Platinum Plus via:
  - PostPay limit if they are within limit;
  - Subscribers will be charged full amount and receive full resources that auto renews every thirty (30) days.
  - Where subscribers make an attempt to purchase Platinum plans when they have exceeded their limit, they will be notified that they have exceeded their limit.
  - Resources will renew on anniversary dates.
  - PostPay plans will renew automatically after every thirty (30) days unless a subscriber opts to unsubscribe.
  - PostPay subscribers can upgrade or downgrade at any time provided they are within limit and can stop auto renew at any time.

## 5. Priority of Usage

Priority of resource consumption will be as follows:

- I. Free Resources (Stori Ibambe bonus, free minutes, free data)
- II. Adhoc limited data
- III. Advantage plan resources
- IV. Safaricom Platinum Plans.
- V. Bonga redemption for SMS, data, minutes and airtime.

## **6. Validity of resources**

Customers will not be able to roll over or extend validity of Safaricom Platinum plans. The resources will be valid for thirty (30) days upon which any unused resource will expire.

## **7. Stop Auto renew**

Subscribers on Platinum Plus cannot "Stop Auto renew" in the same month you opted into the Service. You can however "Stop Auto renew" will in subsequent months after purchase of plan.

## **8. Other terms**

- (a) The Safaricom Platinum Plan resources are for use both on-net and off-net.
- (b) You will receive Bonga point's equivalent to the value of your chosen Safaricom Platinum Price Plan.
- (c) If you have an Okoa Jahazi debt you cannot purchase any of the Platinum Plans until you repay your loan.
- (d) The Safaricom Platinum Plans cannot be used to make international SMS, Premium Rate Service or Roaming services. The prevailing published Safaricom charges are applicable for all roaming, premium rate services, international calls and international messaging.
- (e) Resources for lines that are disconnected for lack of payment will be purged and will not be available upon reconnection.
- (f) Customers on Flex plans, Karibu Post-Pay will be required to finish their resources or wait until their bundle expires before subscribing to or purchasing Platinum Plans.
- (g) 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.
- (h) Save as modified above, these Terms and Conditions are supplemental to and subject to the published Safaricom PrePay and PostPay Service Terms and Conditions, Safaricom PrePay and PostPay Data Bundles and other Services that you may be using.

## **9. General Terms of usage**

- (a) You cannot transfer (*Sambaza*) Safaricom Platinum Plan bundles to other subscribers.
- (b) You will accumulate Bonga Points on use of the Safaricom Platinum Plans as per the published terms and conditions of the Safaricom Loyalty Programme.
- (c) Safaricom Platinum Plans are not for re-sale. You therefore will not resell the Safaricom Platinum Plans purchased from Safaricom without its consent. Safaricom reserves the right to withdraw this Promotion from you if you breach these terms.
- (d) These Terms and Conditions available on [www.safaricom.co.ke](http://www.safaricom.co.ke).

**NOTE: SAFARICOM PLATINUM PLAN BUNDLES ARE NOT FOR RE-SALE AND CAN ONLY BE PURCHASED FROM SAFARICOM AS INDICATED IN THE APPLICABLE PUBLISHED TERMS AND CONDITIONS. SAFARICOM SHALL NOT BE RESPONSIBLE IN ANY MANNER WHATSOEVER FOR BUNDLES PURCHASED FROM ANY OTHER SOURCE.**