



SAFARICOM OKOA JAHAZI SERVICE TERMS AND CONDITIONS

The following terms and conditions apply to the Safaricom Okoa Jahazi service (“**Okoa Jahazi**”) and by utilising the Okoa Jahazi service you will be deemed to have read, understood and accepted the same.

1. The Service

- (a) The Okoa Jahazi service allows Safaricom PrePay subscribers who meet the eligibility criteria set out in clause 2 below to request an advance of mobile airtime in the amount of Ksh 10/-, 20/-,50/-, 100/-, 250/-, 500/-, and 1,000/- (the “**Credit Advance**”) which amount (less the service charge set out in clause 1(b) below) shall be credited to their PrePay account.
- (b) For providing the Credit Advance to you, Safaricom will charge an advance fee of 10% for each request. The table below highlights the service fee for each request and actual airtime credited to your Prepay account:

Requested Amount (Ksh)	Service Fee (Ksh)	Airtime Received (Ksh)
1,000	100	900
500	50	450
250	25	225
100	10	90
50	5	45
20	2	18
10	1	9

2. Eligibility

In order to access the Credit Advance you must:

- (a) Be a Safaricom PrePay subscriber.
- (b) The amount requested must be equivalent to your airtime spent for the last seven (7) days prior to the date of the request for the Credit Advance. For clarity a week runs from Monday 0000hrs to Sunday 2359 hours.
- (c) Have a balance of less than Ksh 2/- in your account.
- (d) Have an active line meaning your line has not gone into expiry due to a failure to top up over a period of 180 days.



3. How to Request for the Service

- (a) In order to request for the Credit Advance you will be required to dial *131#, you will then receive a confirmation SMS message from Safaricom indicating that the Credit Advance has been credited to your account.
- (b) Requests for a Credit Advance once made cannot be cancelled.
- (c) You can request for the Credit Advance daily provided you have fully repaid the previous Credit Advance.
- (d) You can track your usage of the Credit Advance by dialling *144*4# and sending an SMS to 144.

4. Repayment of the Credit Advance

- (a) The following top up methods will be valid for the purpose of repaying the Credit Advance: Scratch cards (both Safaricom-excluding 'preferential vouchers' such as the magic box voucher), Pre Pay Roaming Top-up (PPRTU) using partner networks scratch cards in Tanzania ,Uganda and Rwanda), M-PESA, 3rd party top-up, Sambaza, PINless Top-up (Bamba Poa).
- (b) The Credit Advance will be deducted from your subsequent top up(s) until fully recovered.
- (c) You will be required to repay the Credit Advance within a period of 96 hours from when the Credit Advance amount was credited to your account. If you do not repay the Credit Advance within the said period you will not be entitled to utilise the Okoa Jahazi Service for a period of seven (7) days following the expiry of the 96 hours. This will however not affect your right to access other Safaricom services provided you are compliant with the terms and conditions of that service or unless otherwise communicated by Safaricom.

5. Other Terms and Conditions

- (a) The Credit Advance amount can only be used to make Safaricom to Safaricom voice calls and SMS, Safaricom voice calls and SMS to other local networks, internet browsing, international calls and international SMS.
- (b) You will not be able to Sambaza the Credit Advance amount to another subscriber.
- (c) Safaricom shall not be liable for any injury, loss or damage, whether foreseen or unforeseen resulting from any failure, interruption, delay, suspension or restriction in providing the Okoa Jahazi Service howsoever arising
- (d) Safaricom reserves the right to withdraw the Credit Advance from any particular subscriber at any time and to vary or amend any element of the Credit Advance any time without further notice.
- (e) These terms and conditions may be varied or amended by Safaricom at any time and by continuing to use the Credit Advance you will be deemed to have read, understood and accepted such amended terms and conditions. The varied terms and conditions will be available on the Safaricom website www.safaricom.co.ke.
- (f) The Credit Advance is not a resale service and Simu ya Jamii operators, airtime and key account dealers will not have access to the service for resale to subscribers.



- (g) The standard terms and conditions for the Safaricom PrePay services (www.safaricom.co.ke) will apply to the Okoa Jahazi Service save where expressly varied by these terms and conditions.