

## Mobile Billing Services

### Kenya (PSMS)

#### Charges

Operators	Safaricom, Airtel, Orange	
First time connection setup	2.500 euro (charged only for first gateway direct billing connection)	A
Additional country setup	450 euro (charged for each additional direct billing connection on same api)	A
Monthly connection country charge	250 euro	B
Bank guarantee per contract entity	25.000 euro (for penalties, fines, refunds)	A
Service fees	Monthly shortcode charge per operator €200	A
Gateway fee (per transaction)	5% of consumerrate incl. VAT with a minimum of 5 eurocent (all ex VAT).	C
Free MTs	5 eurocent per sent message	C
Customercare setup	250 euro	A
Customercare monthly fee	150 euro	B
Customercare tickets/complaints	€ 5,00 / contact (excluding legal tickets)	C
Customercare refunds	€ 2,50 / refund	C
Implementation time	Depending on operators approval	
Contract Duration	12 months	
Notice period	3 months	

- A: Billed upon contract signature  
 B: Billed upon implementation  
 C: Billed with monthly revenue statements

For outpayments please contact our Sales Team via [sales@globway.com](mailto:sales@globway.com)