

TERMS AND CONDITIONS FOR SAFARICOM ETHIOPIA GIZE+

Welcome to Safaricom Ethiopia.

These Terms and Conditions govern and provide information on GIZE+ (“the Service”) and constitute an agreement between Customer and Safaricom while utilizing this Service.

By using the Service, the Customer has read, understood, and accepted the terms and conditions set out herein.

1. Definitions and Acronyms

For the purposes of these Terms and Conditions:

- 1.1 **“Customer”** or **“You”** means a duly registered Safaricom Ethiopia individual and enterprise customer.
- 1.2 **“Service”** means a time-based unlimited data bundles made available through sessions with pricing that automatically adjusts based on Daytime, Peak, and Night windows.
- 1.3 **“Safaricom”** or **“Safaricom Ethiopia”** means Safaricom Telecommunications Ethiopia PLC.

2. Service and Eligibility

- 2.1 The service will be available only for individual and enterprise prepaid customers.
- 2.2 Customers shall only purchase the Offers during these defined hours, and the offers will only be available for purchase strictly within the designated time windows.
- 2.3 Purchases completed within the eligible time window will activate immediately upon successful transaction.
- 2.4 Customers can access the service through USSD *777# application.
- 2.5 The validity period of each bundle shall commence at the exact time of purchase and remain active for one (1) or two (2) hours thereafter.
- 2.6 A service purchased at 16:59 will remain valid until 17:59, irrespective of whether the designated visibility or purchase window has closed.
- 2.7 Customers will be presented with standard hourly bundles in place of the hourly unlimited offers outside the permitted service usage period.
- 2.8 Existing bundle rules, including bundle priority and rollover, shall apply to the Hourly Unlimited Offers.
- 2.9 Where multiple bundles coexist, consumption shall follow the prevailing bundle consumption hierarchy based on the time of purchase.
- 2.10 Safaricom Ethiopia reserves the right to terminate, modify, suspend, or withdraw the service partially or fully, with prior communication where applicable.
- 2.11 Safaricom Ethiopia will provide notification to the customer of any changes to be effected on the service.

3. Service Charge and Billing

- 3.1 The tariff or pricing details of the Service shall be made available on the Safaricom website www.safaricom.et.
- 3.2 Customers can refer to the table below for shareable packages and related prices offered under the service: -

No	Available Time	Time Based Offers	Data Class	Price
1	Daytime: 12:00 - 10:59	Offer 1: for 1 Hour	Unlimited	20ETB
		Offer 2: for 1 Hours	Unlimited	35ETB
2	Peak Hours: 11:00 - 05:59	Offer 1: for 1 Hour	Unlimited	35ETB
		Offer 2: for 1 Hours	Unlimited	60ETB
3	Night: 06:00 - 11:59	Offer 1: for 1 Hour	Unlimited	10ETB
		Offer 2: for 1 Hours	Unlimited	15ETB

- 3.3 Safaricom reserves the right to revise the tariff or the price charged for the services.

4. Privacy

- 4.1 Safaricom is committed to safeguarding and preserving the privacy of your personal information and communications, refraining from unauthorized disclosure.
- 4.2 The processing of your information by Safaricom shall adhere to the provisions set forth in the pertinent legislation and Safaricom's internal data privacy policies and procedures.
- 4.3 How Safaricom processes your personal information is detailed fully in the Safaricom Privacy Policy available on www.safaricom.et.

5. Extension of Terms and Conditions

- 5.1 These terms and conditions are supplemental to and subject to the published Safaricom General Prepay Terms and Conditions.
- 5.2 Safaricom reserves the right to amend or vary these terms and conditions or to withdraw the Services at any time. In any of these events, notice will be given via media advertisements including at Safaricom's discretion on www.safaricom.et and will be effective immediately or as at the date referred in such notifications.