

# TERMS AND CONDITIONS

## Welcome to Safaricom

These Terms and Conditions govern and provide information on the use of the Bonus on Recharge (“the Service”) and constitute an agreement between You (Customer) and Safaricom when You use this Service.

By using the Service, you have read, understood, and accepted the terms and conditions set out herein.

### 1. Definitions and Acronyms

- 1.1 **“Bonus”** means the voice and data resources awarded to Customers when they top up or recharge their mobile number.
- 1.2 **“10X Bonus”** means a proposition that awards Customers a ten-fold MB Data bundle and an On-Net minute for every airtime recharge they make through an M-PESA merchant.
- 1.3 **“Customer” or “You”** means a duly registered Safaricom Customer.
- 1.4 **“M-Pesa Merchant”** is a duly registered merchant on the system of Safaricom M-PESA Mobile Financial Services PLC (“M-Pesa”).
- 1.5 **“On-Net Calls”** means calls originating from a Safaricom mobile number and terminating on another Safaricom mobile number.
- 1.6 **“Recharge”** means a top-up on airtime made by prepaid customers through M-PESA Merchants.
- 1.7 **“Safaricom” or “Safaricom Ethiopia”** means Safaricom Telecommunications Ethiopia PLC.

### 2. The Service and Eligibility

- 2.1 The Service shall only be available to Safaricom prepay Customers.
- 2.2 Customers shall only receive a 10X bonus when they recharge their subscribed line through M-PESA merchants.
- 2.3 The Service shall only be made available for On-Net Minutes, and Data.
- 2.4 The Service On-net minutes shall only be used to make Local On-net calls.
- 2.5 The bonus Customers will receive will be aggregated per bucket and its validity will be extended for each new recharge made by the Customer.

- 2.6 The bonus resources will not be available for data roaming or making international calls. Applicable data roaming and international calling tariffs as outlined in Safaricom’s Tariff Guide will however apply when You roam or make international calls.
- 2.7 The bonus data will sit in a bonus bucket and shall only be utilized to browse locally.
- 2.8 Customers can check their remaining balance from the Gursha Package through USSD (\*777# and \*704#).
- 2.9 Customers will receive a threshold notification upon utilization of the Services. The notification will be sent to you upon reaching the following demarcations: such demarcations may be amended or changed by Safaricom from time to time without prior notice to you.
- 2.10 Customers shall not share or transfer balances from their bonus resources to another SIM Card.

### 3. Gursha Packages

3.1 The bonus on recharge service is available on the Safaricom website [www.safaricom.et](http://www.safaricom.et).

3.2 The bonus on recharge propositions is depicted under the table below:

Recharge Value	Bonus On-net Mins	Bonus MBs	Bonus Validity
Br.5 - Br.9	25 Min	50 MB	24 hrs
Br.10 - Br.14	25 Min	100 MB	24 hrs
Br.15 – Br.19	70 Min	150 MB	7 days
Br.20 – Br.24	70 Min	200 MB	7 days
Br.25 – Br.49	70 Min	250 MB	7 days
Br.50 – Br.99	200 Min	500 MB	7 days
> Br.100	200 Min	1024 MB	7 days

3.3 Safaricom reserves the right to amend, alter, suspend, or terminate the bonus on recharges set forth propositions under Clause 3.2 of these terms and conditions, by providing notice to customers through any of its communication channels like

websites, retail shops, and SMS.

#### **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](http://www.safaricom.et).

#### **5. Extension of Postpaid 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** All general provisions applicable to Prepay services under the Prepay Terms and Conditions and other product-specific prepay terms and conditions shall apply to these Terms and conditions.
- 5.3** 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](http://www.safaricom.et), and will be effective immediately or as at the date referred in such notifications.