

SAFARICOM TELECOMMUNICATIONS ETHIOPIA ENTERPRISE PREPAY ANNUAL PREMIUM PACKAGE TERMS AND CONDITIONS

Welcome to Safaricom.

The following terms and conditions apply to the Safaricom Prepay Annual Premium Package (“**the Annual Package**”). By purchasing and using the Annual Package, it means You have read, understood, and accepted the terms and conditions set out herein.

1. Definitions

- 1.1 “**Enterprise Customer**” or “**Customer**” or “**You**” means a registered business, company, and any organization including but not limited to government entities, embassies, and Non-Governmental Organizations.
- 1.2 “**Prepay Annual Premium package**” means a prepaid plan that is paid for on an annual basis and offers more features and benefits than standard plans, which typically include more data, local Safaricom minutes, all-network minutes, all-network SMS, international minutes, international SMS, and roaming data.
- 1.3 “**Preferential Rate**” means discounted rates applicable for the Service as may be reviewed by the exclusive discretion of Safaricom from time to time.
- 1.4 “**Safaricom**” means Safaricom Telecommunications Ethiopia PLC.
- 1.5 “**Service**” or “**Annual Package**” or “**Package**” means an annual data package provided by Safaricom that enables You to access the internet at a discounted rate throughout the year as may be amended and communicated by the sole discretion of Safaricom.
- 1.6 “**USSD (Unstructured Supplementary Service Data)**” means Safaricom Ethiopia’s interactive menu on the Customer’s device which can be accessed by dialing the short code notified to the Customer by Safaricom.

2. Eligibility

The Service is available to You if You are a prepay Enterprise Customer.

3. The Annual Package

- 3.1 The Service is an integrated offer that contains off-net calls & SMS, on-net calls & SMS, international minutes, international SMS & depending on which plan You are purchasing roaming data which gives more value when You purchase an Annual Package for Preferential Rate.
- 3.2 Under the Annual Package, You will have the option to choose the prepay premium plus plan or the prepay premium plan as described in the table below.

Annual Premium Plan Name	Resources									
	Tele Mins	Safari Mins	Safari SMS	Tele SMS	Data	Int’l Mins	Int’l SMS	Roaming Data	Validity	price
Prepay Premium plan	1000	Unlimited	Unlimited	500	70GB	100	50	N/A	30 Days	27,000 Birr
Prepay Premium Plus Plan	1000	Unlimited	Unlimited	500	70GB	100	50	1GB	30 Days	32,000 Birr

- 3.3 The Package will be allocated to You every month and will be renewed monthly for a period of twelve (12) months.
- 3.4 The validity period of each monthly allocated Package shall be thirty (30) days from the date of accreditation, after which any unused resources will expire.
- 3.5 You shall be obligated to make an annual upfront payment upon onboarding in order to procure the Annual Package. Payment for the subsequent year shall be tendered in advance. The Annual Package purchased cannot be transferred to others.
- 3.6 You will receive notifications regarding your Package consumption in accordance with the following thresholds:
 - Offnet Minutes - 50 Min, 5 Min & 0 Min
 - International minutes - 50 Min, 5 Min & 0 Min
 - Data - 3 GB, 100 MB & 0 MB
 - Off net SMS – 5 SMS & 0 SMS
- 3.7 Customer may use the roaming data allocation in any destination EXCEPT DJIBOUTI, for which the currently published OOB roaming rates will be applicable.
- 3.8 You will be able to check your balances via the USSD menu (777).
- 3.9 If the monthly allocated Package is depleted before the elapse of the thirty (30) day validity period, resource consumption prioritization will be based on the available packages in your account.
- 3.10 If You exhaust your monthly allocated package, You may also purchase any other pre-pay package available on the USSD menu.
- 3.11 Where You do not have other packages available and continue accessing the internet without purchasing an additional package, then consumption will be charged to your airtime account.
- 3.12 If You simultaneously have multiple packages, the package with the shortest validity period will take precedence of consumption.

3.13 The details of the Package shall be available on our website, in Safaricom retail stores, and upon inquiry into the Safaricom call centre (755).

3.14 Safaricom hereby reserves the right to amend and modify this Service, following a prior notice on our official website (www.safaricom.et), Safaricom retail stores, or any other available communication platforms authorized by Safaricom.

4. Privacy

4.1 Safaricom shall protect and keep your personal information and communication private and shall not disclose it to any unauthorized persons.

4.2 Safaricom shall also only process your information in accordance with the law.

4.3 How Safaricom processes your personal information is detailed fully in the Data Privacy Statement available on www.safaricom.et.

5. Extension of Prepay Terms and Conditions

5.1 These terms and conditions are supplemental to and subject to the published Safaricom Prepay General Terms and Conditions, and Enterprise Prepay Bundle Service Terms and Conditions.

5.2 All general provisions applicable to prepay services under the 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 Service at any time. In any of these events, notice will be given via Safaricom's website on www.safaricom.et, and will be effective immediately or as at the date referred in such notifications.