

Safaricom Ethiopia Terek Be Gursha Terms and Conditions

The following terms and conditions apply to the National Consumer Promotion (**the "Terek Be Gursha promotion"**) and by participating in the Promotion you will be deemed to have read, understood, and accepted the terms and conditions set out therein:

1. Definitions

- 1.1 **"Dependent/s"** means any person other than an Immediate Family Member currently living with another person or is being supported by such another person for subsistence.
- 1.2 **"Draw Code"** means a number that is unique to a customer and a transaction that will be generated when the customer successfully registers a new sim card on the network and successfully recharges, or the customer recharges or customer buys a package.
- 1.3 **"Form of Discharge"** means an affirmation to be signed by an award winner representing and warranting that he/she is not an Immediate Family Member of or is not Dependent on any Safaricom employee, distributor and Distributor employees, key account, contractor or any other supplier or vendor to Safaricom, or third party directly involved with the facilitation of the Promotion.
- 1.4 **"Qualifying Products and Services"** means the purchase of SIM Card/s, airtime top ups on your line or the purchasing of any Safaricom package on your line.
- 1.5 **"Safaricom"** means Safaricom Telecommunications Ethiopia Plc

2. The Promotion

- 2.1 The Promotion aims to encourage engagement by you as a Safaricom Telecommunications Ethiopia Plc ("Safaricom") customer through purchasing of Qualifying Products and Services. You will then qualify to participate in and stand a chance to win any of the daily, Biweekly and Monthly Awards on offer in the Promotion.
- 2.2 The Promotion will cover all Regional States of Ethiopia where Safaricom currently has coverage.

3. The Promotion Period

The Promotion will run for 90 days from 5th April to 4th July 2023 ("**Promotion Period**").

4. Eligibility

- 4.1 The Promotion is open to all Safaricom customers (Prepay and Post-pay).
- 4.2 Customers must be eighteen (18) years and above to participate in the Promotion.
- 4.3 A customer who wins a Biweekly and Monthly award, is not eligible to win the Biweekly and Monthly award again on subsequent draws.
- 4.4 Foreign nationals are not permitted in terms of Ethiopian Law to own vehicles and as such, shall not be eligible to participate in both Bi-weekly and monthly vehicle Awards of Attrage, Mitsubishi, Bajaj, and Motorbikes.

4.5 Excluded Customers

All Safaricom employees, Safaricom distributors and their employees, Safaricom key accounts, contractors, and any other suppliers or third parties directly involved with the facilitation of the Promotion shall not be eligible to participate in the Promotion. Each award winner will be required to declare or affirm in the Form of Discharge that he/she does not belong to any of the restricted groups of persons above.

5. Entry and participation in the Promotion

- 5.1 New customers will be awarded three (3) Draw Codes upon joining the Safaricom network and successful first recharge of any type.
- 5.2 All Safaricom recharge types are eligible for the Promotion entry. However, airtime transfers received from another customer shall not qualify to earn Draw Codes.
- 5.3 All types of Safaricom packages, including voice, SMS, data, and combo, will qualify to earn Promotion entry.
- 5.4 For existing customers, one Draw Code shall be earned for multiples of Br. 10 recharge. However, a customer shall earn one Draw Code for a recharge of Br. 10 or below.
- 5.5 All Safaricom packages purchased will earn Draw Codes. Package of Br. 10 or below will earn one Draw Code, any amount above ETB 10 will earn one additional Draw Code in multiples of every Br. 10 spent.
- 5.6 When a new customer joins or Sign-up WhatsApp account with a new Safaricom Number and starts to use the free 1GB WhatsApp bundle the customer will earn **7 Draw Codes**
- 5.7 A customer is limited to a maximum of ten (10) Draw Codes per day.
- 5.8 Each transaction will generate a Draw Code which will be sent via SMS to the customer upon successful completion of the eligible transaction.

6. Awards

6.1 By entering the Promotion, you stand to win the awards shown in the matrix below:

Awards	Frequency (Monthly/ weekly/daily)	Total number of winners
Attrage - Mitsubishi	Monthly	3
Bajaj	Biweekly	7
Motorbikes	Biweekly	7
Tablets	Biweekly	21
Samsung S21	Biweekly	21
Safaricom Kerefa	Biweekly	700
Safaricom Nana TeleOne	Biweekly	700
Br.200 Bonus Airtime	Daily	18,000
Br. 100 Bonus Airtime	Daily	270,000
Br. 50 Bonus Airtime	Daily	315,000
Br. 20 Bonus Airtime	Daily	396,000

6.2 The number of daily awards may be varied by Safaricom at its sole discretion following consultation with the National Lottery Administration.

6.3 The Validity of the bonus airtime award shall be 30 days from the date of the award.

7. Draws & Selection of Award Winners

7.1 Safaricom will randomly select the winners using a draw engine.

7.2 Safaricom will conduct daily draws and select daily winners. These winners will be awarded Bonus Airtime. Eligibility for daily draws will be based on Draw Codes accumulated on the previous day between 00:00HRS and 23:59HRS.

7.3 Safaricom will conduct both biweekly and monthly draws for awards of Cars, Bajaj, Motorbikes, Phones and Tablets and announce the winners biweekly and monthly. Eligibility for biweekly and monthly draws will be based on the Draw Codes accumulated in the preceding days of the draw.

7.4 Winners will be published on Safaricom's website and any other media as Safaricom may choose from time to time.

8. Bonus Airtime Usage

- 8.1 The use of awarded Bonus Airtime will not earn loyalty points.
- 8.2 Bonus airtime is not transferable.
- 8.3 Bonus airtime does not extend the validity of normal airtime.
- 8.4 The Participating Subscriber may confirm/check the balance of the Bonus airtime by dialing *704#
- 8.5 The Bonus Airtime may be used for on-net and off-net voice calls SMS and out of bundle browsing.
- 8.6 The bonus airtime cannot be used to purchase Voice, SMS, or data packages, make international calls, send international SMS, or while roaming.
- 8.7 The Bonus airtime must be used before its expiry date and any unused portion shall expire 30 days from the award and not thereafter be available for use.
- 8.8 The utilisation of the Bonus airtime shall be subject to the standard applicable rates/tariffs for various service offerings provided by Safaricom to its subscribers.
- 8.9 Priority of usage will be given to Bonus Airtime even if the customer has a normal airtime balance or existing voice and SMS packages.

9. Disbursement of Awards and Notification

- 9.1 Safaricom will notify award winners. Biweekly and monthly winners will be notified via phone calls only from Safaricom head office, using the following number +251700700700
- 9.2 An authorized Safaricom representative shall physically be present Biweekly and Monthly to award winners at Safaricom Headquarters (HQ), or any other collection point as communicated by Safaricom to the customer.
- 9.3 The winners will bear all costs of collecting the award from Safaricom HQ.
- 9.4 Daily bonus airtime winners will receive an SMS from GURSHA_WIN Sender ID notifying them of the bonus airtime award which will be credited into their account. The airtime topped-up will be valid for thirty (30) days from the day of the award.

10. Other terms and conditions

- 10.1 These Terms and Conditions are supplemental to and subject to the published Safaricom Prepay and Post-pay Terms and Conditions.
- 10.2 Safaricom reserves the right to verify the validity of entries and to disqualify any entrant who tampers with the entry process or does not meet the eligibility requirements, including but not limited to canvassing or submitting an entry that

is not in accordance with these terms and conditions.

- 10.3** The awards are non-transferable, non-exchangeable, non-refundable and no cash or other alternative shall be offered in place for the Awards.
- 10.4** By accepting the award, you will be deemed to have granted Safaricom the right to use and publish your name and picture in such media as Safaricom may choose (including but not limited to the internet) for information, advertising and promotional purposes without additional consideration. Personal data related to voice, image, names or address and any other relevant information obtained in connection with the Promotion will be used in a manner and in line with the Safaricom Privacy Policy available on the Safaricom website.
- 10.5** Notwithstanding the above, Safaricom shall not release personal information about participants of the Promotion to third parties unless required to do so in compliance with any applicable law or customary practice.
- 10.6** Safaricom reserves the right (subject to any direction from National Lottery Administration) to suspend or terminate the Promotion or amend these terms and conditions at any time for any technical or commercial reason or any other reason. Any amendment to these terms and conditions will be published on the Safaricom website www.safaricom.et
- 10.7** Despite any interruption or early termination of the Promotion, Safaricom will give out already awarded prizes and execute all other actions required to give effect to such except for the cases when termination or interruption of the Promotion resulted from actions or events which are not under Safaricom's control.
- 10.8** If you are selected as the winner of a Biweekly or Monthly award and you do not claim the award within a period of six (6) months from the date of announcement you will be deemed to have forfeited the award.
- 10.9** The Promotion remains subject to the rules and regulations of the National Lottery Administration and any complaints and disputes not regulated by these terms and conditions shall be resolved in accordance with the rules and regulations of the National Lottery Administration.

11. Disclaimer of warranties

- 11.1** Safaricom's decision in relation to every aspect of the promotion including but not limited to the award and the selection of the winner shall be deemed final and conclusive under any circumstance. No further appeal, inquiry, and/ or correspondence will be entertained.
- 11.2** Customers understand and agree that they participate in this Promotion at their own risk and willingness and have not been coerced in any manner to enter.

- 11.3** Safaricom makes no warranty, implied or express, that any part of the Promotion will be uninterrupted and error-free.
- 11.4** Neither Safaricom nor any of its directors, employees, agents, or suppliers shall accept any responsibility for any damage, loss, injury, or disappointment suffered by any entrant participating in the Promotion or as a result of accepting the award.
- 11.5** By entering the Promotion, customers agree that no claim relating to such losses or injuries (including special, indirect, and consequential losses) shall be asserted against Safaricom, its parent companies, affiliates, directors, officers, employees, or agents from any and all losses, damages, rights, claims and actions of any kind resulting from acceptance or user of any award, including without limitation, personal injuries, death and property damage.
- 11.6** Safaricom strictly advises customers not to send airtime, money, or any other consideration in order to get any of the Promotion awards and will not be liable for any losses or other damage incurred by customers who do not heed this caution.