

SAFARICOM ETHIOPIA ENTERPRISE POSTPAY: UNLIMITED VOICE AND SMS, AND LIMITED DATA TERMS AND CONDITIONS

Welcome to Safaricom.

The following terms and conditions apply to the Safaricom Enterprise Postpay: Unlimited Voice and SMS, and limited data service (“**Enterprise Unlimited Voice Postpay**”) By purchasing and using the Enterprise Unlimited Voice Postpay, 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 “**Safaricom**” means Safaricom Telecommunications Ethiopia PLC.
- 1.3 “**Service**” or “**Enterprise Unlimited Voice Postpay**” means unlimited on-net calls and SMS, limited off-net calls and SMS, and limited data provided by Safaricom that enables You to use voice, SMS, and data service at a discounted rate, as may be amended and communicated by the sole discretion of Safaricom.
- 1.4 “**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

- 2.1 The Service is available to You if You are a post-pay Enterprise Customer.
- 2.2 You shall be required to go through the Know Your Customer (KYC) vetting process in line with the SIM Card Registration Directive.

3. The Service

- 3.1 Under this Service, You will have the option to choose the plans as described in the table below.
- 3.2 The Enterprise Unlimited Voice Post-pay Service will be available as an alternative to the currently available EBU post-pay plans. You can choose one of the available plans, but You cannot have two plans at the same time on the same phone

number.

Service Plan Name	On-Net Voice	Off-Net Voice Mins	Data (GB)	SMS (On Net)	SMS Any net	Validity	Price (Birr) (Incl. Tax)
Unlimited Postpay _250	Unlimited	1000	6	Unlimited	50	30 days	250
Unlimited Postpay _500	Unlimited	1200	30	Unlimited	50	30 days	500
Unlimited Postpay _1000	Unlimited	2000	70	Unlimited	50	30 days	1000
Unlimited Postpay _1500	Unlimited	4000	150	Unlimited	50	30 days	1500

- 3.3** You may be required to pay a deposit for the Service in line with our credit policy. The amount of the deposit and how it shall be paid will be communicated to You at the point of sale.
- 3.4** To opt into the Service, You will need to terminate your other post-pay plans.
- 3.5** If You need to upgrade your current standard monthly post-pay plans to any of the plans under this Service, You shall send official communication requesting this change. If the deposit or credit limit requirements for these new plans are different from your current post-pay plan, You will need to adjust your credit limit before You can switch plans.
- 3.6** Customer resources will be renewed on the first day of every month as long as the account is active.
- 3.7** You will be charged on a monthly basis as per the current post-pay billing cycle.
- 3.8** The validity period of each resource is thirty (30) days from the date of accreditation, after which any unused resources will have a rollover period of one (1) month. For example, any unused resources allocated in month one (1) will expire at the end of month two (2).
- 3.9** Customers on this Service can opt to have CUG as an addon product on this Service. All current CUG business rules will apply.
- 3.10** You will receive usage threshold notifications as follows:
- Offnet Minutes - 50 Min, 5 Min & 0 Min
 - Data - 1 GB, 100 MB & 0 MB

- Any net SMS - 5 SMS & 0 SMS

3.11 You will be able to check your balances via the USSD menu (*777#) or (*704#) .

3.12 The current Enterprise post-pay dunning milestones will be applicable.

3.13 All other prevailing EBU post-pay business rules will be applicable for the Service.

3.14 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.

3.15 If You exhaust your monthly allocated package before elapse of the validity period, You may also purchase any bundle from the USSD menu as long as You have sufficient credit limit.

3.16 Where You do not have other packages available and continue accessing the internet without purchasing an additional package, then You will be charged to your credit limits at the published out of bundle rates.

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

3.18 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 Privacy Policy 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 Post-pay General Terms and Conditions, and Enterprise Post-pay Bundle Service Terms and Conditions.

5.2 All general provisions applicable to post-pay services under the Post-pay Terms and Conditions shall apply to these terms and conditions.

5.3 Safaricom reserves an exclusive 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.

