

TERMS AND CONDITIONS FOR SAFARICOM ETHIOPIA MEMORABLE NUMBERS

Welcome to Safaricom

These Terms and Conditions govern and provide information on the use of Memorable Numbers (“the Service”) and constitute an agreement between You and Safaricom Ethiopia when using this Service

1. Definitions:

- 1.1 “Account Manager” means a sales executive who oversees and manages relationships with enterprise customers and handles product & service requests, acting as the primary focal point of contact to ensure end-to-end product and service delivery, and customer satisfaction and maintain strong and long-term relationships with enterprise customers.
- 1.2 “Memorable Numbers” means mobile numbers with an identifiable pattern which makes them easy to remember and to dial. The patterns of Memorable Numbers may be repeated, mirrored, sequential or consecutive digits.
- 1.3 “Safaricom” or “Safaricom Ethiopia” means Safaricom Telecommunications Ethiopia PLC.
- 1.4 “Tariffs” means Safaricom’s charges for the Service including the underlying terms and conditions relevant to the Service.
- 1.5 “Customer(s)” or “You” means individual and enterprise customers of Safaricom.

2. The Service

- 2.1 The Memorable Numbers is available to enterprise pre-pay or post-pay customers.
- 2.2 Safaricom reserves the right, without prior notice to You, to change and/or modify the plans which are available for Memorable Numbers.
- 2.3 The Service allows customers to choose a Memorable Number from a defined category of Memorable numbers at a higher fee than a normal number.
- 2.4 The service shall be classified into 3 categories Diamond, Platinum, and Gold, with each category having its own defined rules.
- 2.5 Customers shall follow the Safaricom SIM card KYC process in line with applicable law, to receive service for any category of Memorable Numbers from any category,

- 2.6 Safaricom reserves the right to limit the number of Memorable Numbers which will be made available to Customers.
- 2.7 Customers are entitled to maintain their assigned memorable number after changing their plan from post-pay to pre-pay. However, the terms and conditions related to a subscription plan change will apply.
- 2.8 The service will be available for customers through Account Managers or Sales Agents, and enterprises can contact their Account Manager directly to receive the Service.
- 2.9 The service shall be offered on a first come first serve basis and shall not be reserved.
- 2.10 Customers shall be required to pay a fee for the service at the time of registration of the SIM card.
- 2.11 In line with article 2.4, the defined Memorable Numbers categorization has been outlined below:

3. Pricing of Services

- 3.1 The selling price for the Platinum number shall be 28,000 ETB
- 3.2 The selling price for the Diamond number shall be 40,000 ETB
- 3.3 The selling price for Golden number shall be 1500 ETB
- 3.4 Customers who subscribe to prepay annual products such as **Annual Voice, Annual Vice + Data, Annual Premium, and Annual Premium Plus** can obtain a Golden number for 30 ETB
- 3.5 When being onboarded customers, that purchase Post-pay Unlimited 1,500 on post-pay can obtain a golden number for free.
- 3.6 The pricing details of the fee are available on the Safaricom website safaricom.et.
- 3.7 Safaricom reserves the right to revise the price charged for Memorable Numbers from time to time.

4. Restriction of Use

- 4.1 Customers only possess the right to use Memorable Numbers services and are in no way owners despite the fee paid to acquire and use it.
- 4.2 Customers shall not resell the Memorable Number in any way whatsoever to a third party.
- 4.3 Customers shall not transfer ownership of a Memorable Number to a third party without providing an application to Safaricom and fulfilling the necessary EKYC requirements. In case your request is approved,
- 4.4 Customers shall not be charged an additional fee for transferring a memorable number you

- 4.5 All requests for a Memorable Number transfer shall be made in accordance with the SIM Card Registration Directive and Safaricom's SIM card ownership transfer process.
- 4.6 If customers transfer the memorable Number, they will not have any claim or right whatsoever over the Number going forward, and the customer will not have any claim whatsoever against Safaricom regarding the Memorable Number.
- 4.7 Customers must settle any outstanding post pay amount due on the Memorable Number prior to the transfer taking place.
- 4.8 Customers will not be entitled to any compensation when Safaricom stops providing services through the Memorable Number for reasons including but not limited to re-allocation, re-assignment, or changes to the National number plan by the relevant authority.
- 4.9 Safaricom may, where possible, issue a notice of discontinuation of service through Your number, on our website at www.safaricom.et and/or through different media.
- 4.10 Safaricom reserves the right to limit the number of memorable numbers that can be available to customers.

5. Suspension and Deactivation of Numbers

- 5.1 Safaricom will notify the customer within a reasonable period through registered communication channels before suspending or deactivating the service.

6. Privacy

- 6.1 Safaricom shall protect and keep Your personal information and communication private and shall not disclose it to any unauthorized persons.
- 6.2 Safaricom shall only process Your information in accordance with the law. How Safaricom Ethiopia processes your personal information is detailed fully in our Privacy Policy, which is on Safaricom Ethiopia's website at www.safaricom.et and/or available in our retail stores upon request.

7. Extension of Terms and Conditions

7.1

These terms and conditions for Memorable Numbers shall be subject to the general Terms and Conditions available on our website www.safaricom.et.

7.2

These specific terms and conditions for Memorable Numbers are part of the published general Safaricom Ethiopia Pre-pay and Post-Pay Terms and Conditions. If there is any difference or conflict between these terms and conditions and any of the general terms and conditions, these specific terms and conditions will prevail to clarify the difference.

7.3

If there are any differences between the printed version of these terms and conditions and the online version available on Safaricom Ethiopia's website at www.safaricom.et, the online version will prevail.