

SAFARICOM ETHIOPIA TIKVAH NEWS ALERT SERVICE TERMS AND CONDITIONS

Welcome to Safaricom.

The following terms and conditions apply to the Safaricom Tikvah News Alert Services (**the “Service”**) and constitute an agreement between You (Customer) and Safaricom. By using the Service, it means You have read, understood, and accepted the terms and conditions set out herein.

1. Definitions

- 1.1 **“Customer” or “You”** means a duly registered Safaricom customer.
- 1.2 **“Tikvah News Alert Service” or “Service”** means an engaging SMS-based news alert service that delivers the latest headlines, breaking news, and important events through SMS to Safaricom customers.
- 1.3 **“Safaricom” or “Safaricom Ethiopia”** means Safaricom Telecommunications Ethiopia PLC.
- 1.4 **“Tikvah”** means Tikvah Ethiopia Media communication and events PLC (News alert content provider.)

2. **Eligibility** The Service is available to all Safaricom Customers

3. Service Subscription and Usage Process

- 3.1 You can subscribe to the Service at any time by sending the following keywords to the respective short code 30000:
 - 3.1.1 For English: Text "A1"
 - 3.1.2 For Amharic: Text "A2"
 - 3.1.3 For Afan Oromo: Text "A3"
 - 3.1.4 For Tigrigna: Text "A4"
 - 3.1.5 For Afan Somali: Text "A5"
- 3.2 You will receive a minimum of five (5) and a maximum of seven (7) Tikvah news alerts via SMS daily.
- 3.3 You will be charged a daily subscription fee of Birr one (1 ETB) from your Airtime balance for the Service.
- 3.4 Safaricom Customers can unsubscribe from the Campaign at any time by sending the following keywords to the short code 30000:

- 3.4.1 For English: Text "S1"
- 3.4.2 For Amharic: Text "S2"
- 3.4.3 For Afan Oromo: Text "S3"
- 3.4.4 For Tigrigna: Text "S4"
- 3.4.5 For Afan Somali: Text "S5"

4. Promotion Period

- 4.1 The Service will be proffered on a promotional basis from January five (5) to February fifteen (15), 2024 (the “Promotion Period”).
- 4.2 Customers subscribing to the Service during the Promotion Period shall not incur any charges.
- 4.3 Following the termination of the Promotion Period, a daily subscription charge shall become applicable.
- 4.4 You will receive a text message before the end of the Promotion Period notifying you of applicable charges to the Service
- 4.5 Safaricom reserves the prerogative to modify the terms pertaining to the Promotional Period. Notice of any amendments will be disseminated via Safaricom’s official website at www.safaricom.et or through alternative media channels.

5. Privacy

- 5.1 Safaricom is committed to safeguarding and preserving the privacy of your personal information and communications, refraining from unauthorized disclosure.
- 5.2 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.
- 5.3 How Safaricom processes your personal information is detailed fully in the Safaricom Privacy Policy available on www.safaricom.et.

6. Limitation of Liability

- 6.1 Safaricom shall not be liable for any direct, indirect, incidental, special, or consequential damages arising out of or in any way connected with the use or inability to use the Service.
- 6.2 Safaricom does not guarantee continuous, uninterrupted access to the Service. The Service may be temporarily unavailable due to maintenance or other factors beyond Safaricom's control.

6.3 Safaricom does not guarantee the accuracy and reliability of the news provided and shall not be liable for any direct, indirect, incidental, special, or consequential damages arising out of or in any way connected with the use or inability to use the Service.

7. Indemnification

7.1 You agree to indemnify and hold Safaricom, its subsidiaries, affiliates, officers, agents, and other partners and employees, harmless from any loss, liability, claim, or demand, including reasonable attorneys' fees, made by any third party due to or arising out of your use of the Service.

8. Responsibility of Safaricom

8.1 Safaricom is responsible for providing access to a communication network to Tikvah (the content provider) to transmit news alert services to Customers as an SMS.

8.2 Safaricom will not be responsible for initiating and creating the daily news alerts or the actual nature of contents used for the daily news alerts. Thus, shall not be liable for the content of any information transmitted by Tikvah.

9. Extension of the Tikvah News Alert Service Terms and Conditions

9.1 These terms and conditions are supplemental to and subject to the published Safaricom Prepay and Postpay General Terms and Conditions.

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

9.3 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 at www.safaricom.et or any other media and will be effective immediately or as at the date referred in such notifications.