

## SAFARICOM TELECOMMUNICATIONS ETHIOPIA INTERNATIONAL CALL PACKAGES TERMS AND CONDITIONS

Welcome to Safaricom.

These Terms and Conditions govern and provide information on the use of International Call Packages (“the Service”) and constitute an agreement between the Customer and Safaricom when using this Service.

By using the Service, you have read, understood, and accepted the terms and conditions set out herein.

### 1. Definitions

For the purposes of these terms and conditions:-

- 1.1 “Customer” or “You” means a duly registered Safaricom Ethiopia individual and enterprise customer.
- 1.2 “Service” or “Package” means a phone package offer that allows customers to make calls to other countries at discounted rates.
- 1.3 “Safaricom” or “Safaricom Ethiopia” means Safaricom Telecommunications Ethiopia PLC.

### 2. Service and Eligibility

- 2.1 The Service is available to all Safaricom Enterprise and Individual Customers.
- 2.2 The product will be available to customers in both pre-pay and post-pay
- 2.3 Customers can access/procure the service through USSD, & M-PESA channels
- 2.4 The Service will be available in a daily, Weekly, and Monthly product, segregated by region (Africa, US, Europe, Middle East & Aisia).
- 2.5 Customers can access the available list of countries covered by the service through USSD, App or on the Safaricom Ethiopia website.
- 2.6 Customers can purchase the package to other Safaricom Ethiopia customers as a gift.
- 2.7 The service does not allow auto-renewal.
- 2.8 If Customers fail to use their subscribed resources, such resources will not be rolled over.
- 2.9 Customers will not be able to use the service to make local calls.
- 2.10 Customers will receive an SMS confirmation upon successful purchase of the service.
- 2.11 Customers will be able to check their remaining balance through the USSD menu
- 2.12 Customers will receive usage notifications at the following thresholds and prior to the expiry of their rewards as:-
  - A. At 5 minutes, 1 minute, and 0 minutes of usage remaining
  - B. 24 (twenty-four) hours before the expiry of weekly and monthly packages
  - C. Upon expiry of the daily, weekly & monthly packages
- 2.13 Customers are allowed to purchase an additional package if they exhaust their package allocation prior to the lapse of the service validity period.
- 2.14 The details of the Package will be available on our website, in retail stores, and upon inquiry at the Safaricom Call Centre (700 or 755).
- 2.15 Safaricom reserves the right to amend the offers with notice on our website, in retail stores, or any other communication channels.

### 3. Service Charge and Billing

3.1 The tariff or pricing details of the Service shall be made available on the Safaricom website [www.safaricom.et](http://www.safaricom.et).

3.2 Customers can refer to the table below for shareable packages and related prices offered under the service: -

Africa			
Product	10 Min	30 Min	50 Min
Price Incl. VAT & Excise Tax	375	1,150	2,200
Validity	1 Day	7 Days	30 Days

Europe			
Product	10 Min	30 Min	50 Min
Price Incl. VAT & Excise Tax	250	850	1,600
Validity	1 Day	7 Days	30 Days

Middle East & Asia			
Product	10 Min	30 Min	50 Min
Price Incl. VAT & Excise Tax	200	575	1,100
Validity	1 Day	7 Days	30 Days

North America			
Product	10 Min	30 Min	50 Min
Price Incl. VAT & Excise Tax	125	325	450
Validity	1 Day	7 Days	30 Days

### 4. Privacy

4.1 Safaricom is committed to safeguarding and preserving the privacy of your personal information and communications, refraining from unauthorized disclosure.

4.2 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.

4.3 How Safaricom processes your personal information is detailed fully in the Safaricom Privacy Policy available on [www.safaricom.et](http://www.safaricom.et).

### 5. Extension of Terms and Conditions

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

5.2 Safaricom reserves the right to amend or vary these terms and conditions or to withdraw the Services at any time. In any of these events, notice will be given via media advertisements, including at Safaricom's discretion on [www.safaricom.et](http://www.safaricom.et) and will be effective immediately or as at the date referred in such notifications.