

# SAFARICOM ETHIOPIA PREPAY ENTERPRISE TWENTY-FOUR (24) HOURS UNLIMITED VOICE AND DATA PACKAGE PROMOTION TERMS AND CONDITIONS

Welcome to Safaricom.

The following terms and conditions apply to the Safaricom **Twenty-Four (24) Hours Unlimited Package Promotion (“The Promotion”)**. By participating in this Promotion, it means You have read, understood, and accepted the terms and conditions set out herein.

## 1. Definitions

- 1.1 **“24 Hours Unlimited Package or Promotion”** means the promotion that allows You to access unlimited internet and make unlimited On-net calls for 24 hours from subscription/purchase.
- 1.2 **“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.
- 1.3 **“On-net Call”** means a call made from a Safaricom number to another Safaricom number.
- 1.4 **“Off-net Call”** means a call made from a Safaricom Number to another telecom operator’s number and vice versa.
- 1.5 **“Safaricom”** means Safaricom Telecommunications Ethiopia PLC.
- 1.6 **“USSD (Unstructured Supplementary Service Data)”** means Safaricom’s interactive menu which can be accessed by the Customer by dialing the short code designated by Safaricom for the Promotion.

## 2. Eligibility

The Promotion is available to all Safaricom Prepay Enterprise Customers.

## 3. Promotion Period

- 3.1 The Promotion shall commence on August 2023 and will continue for a period of one (1) month ending on September 2023 (the **“Promotion Period”**).
- 3.2 The Promotion Period may be extended for a further period or amended at the sole discretion of Safaricom. Safaricom will notify You through our website at [www.safaricom.et](http://www.safaricom.et) in the event that the Promotion is extended for a further period.

## 4. The Promotion Mechanics

- 4.1 The Unlimited Package Promotion provides You with unlimited access to the internet and unlimited voice calls for twenty-four (24) hours from subscription/purchase for 55 Birr.
- 4.2 The unlimited voice calls shall apply to On-net Calls only.
- 4.3 Unlimited packages will not roll over beyond the applicable validity period (24 hours from the subscription time).
- 4.4 When You have other data or voice packages, the Unlimited Promotional Package will take priority of consumption.
- 4.5 You will be able to purchase the promotional package at any time of the day.

## **5. Purchase of Unlimited Packages**

- 5.1 You will be able to purchase the Unlimited Promotional Package on a once-off or auto-renewal basis using your airtime credit on the USSD \*777#.
- 5.2 Upon purchase or renewal of unlimited packages, SMS confirmation notifications shall be sent to the Customer/You.
- 5.3 In the case of auto-renewal option, the Unlimited Promotional Package will be renewed as long as You have sufficient airtime in your airtime wallet.
- 5.4 You can purchase the Unlimited promotional Package for yourself or for other Prepaid customers.
- 5.5 Where the Unlimited Promotional Package is purchased for a different mobile number (to be referred to as the “received” or the “receiving number”) both the receiver and the purchaser will be sent an SMS notification. However, when the Unlimited Promotional Package expires, an SMS confirmation notification will only be sent to the receiving number.
- 5.6 You will be able to request, view and query your remaining time to use the Unlimited Package balances on USSD through \*777#.

## **6. Restrictions**

- 6.1 The unlimited voice package cannot be used to make Off-net Calls, international calls, and international roaming calls. Where You make Off-net Call, international, or roaming calls, You will be charged from your airtime or be required to purchase an applicable voice package.
- 6.2 When using the unlimited promotional data package, a Fair Usage Policy (FUP) shall be implemented, resulting in a reduction of your connection speed to a predetermined level when You exceed a specific threshold of data usage.
- 6.3 The unlimited data resources allocated cannot be used for international data roaming. Where You use data while roaming, You will be charged from your airtime or You will be required to purchase applicable data bundles.

**6.4** The Unlimited Promotional Packages are not transferable and may not be used for commercial purposes unless expressly authorized in writing by Safaricom. Any use of the unlimited packages that go beyond what is reasonable for private, non-commercial use, and in some cases via mechanisms and means that are not intended for personal use or the anticipated purpose of the offer, will be considered a violation of these terms and conditions.

## **7. Privacy**

**7.1** Safaricom shall protect and keep your personal information and communication private and shall not disclose it to any unauthorized persons.

**7.2** Safaricom shall only process your information in accordance with the applicable law and its own data privacy policy and procedures.

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

## **8. Extension of Prepay Terms and Conditions**

**8.1** These terms and conditions are supplemental to and subject to the published Safaricom Prepay General Terms and Conditions, and Enterprise Prepay Bundle Service Terms and Conditions.

**8.2** All general provisions applicable to Prepay services under the Prepay Terms and Conditions shall apply to these Terms and Conditions.

**8.3** Safaricom reserves the right to amend or vary these Terms and Conditions or to withdraw from 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.