

SAFARICOM ETHIOPIA CONTENT PACKAGES TERMS AND CONDITIONS FOR ENTERPRISE CUSTOMERS

Welcome to Safaricom.

These Terms and Conditions govern and provide information on the use of Content Packages (“the Package(s)”) and constitute an agreement between You (Enterprise Customer) and Safaricom when You use this Package(s). By using the Package(s), it means 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 **“Content Package(s)” or “Package(s)”** means the YouTube and/or TikTok Packages of 1 GB and 4 GB data and other packages that may be made available in the future that enable You to access YouTube and/or TikTok contents at Preferential Rates.
- 1.2 **“Preferential Rate”** means discounted rates applicable for the Service.
- 1.3 **“Safaricom” or “Safaricom Ethiopia”** means Safaricom Telecommunications Ethiopia PLC.

2. Eligibility

The Service is available to prepay Enterprise Customers.

3. How to access and use the Package

- 3.1 The Customer can use the Package(s) on any device.
- 3.2 The Package(s) is a data offer that allows You to use data to access YouTube or TikTok platforms depending on the Package(s) You purchase.
- 3.3 You can purchase the Package(s) at any time by dialing the USSD code *777#.
- 3.4 You can purchase more than one Package at a time.
- 3.5 The Package(s) is available for purchase for self and may also be purchased for another Safaricom customer as a gift.
- 3.6 The Package(s) can be purchased on a once-off basis only.
- 3.7 The Packages shall be accessible while browsing on the Safaricom Network without any VPN tools or internet censorship circumvention tools.

- 3.8** You-Tube Packages and TikTok Packages are separate products. You-Tube Packages only apply to access YouTube content, and TikTok Packages only apply to access Tik-Tok content. If you want to access both YouTube and TikTok at the preferential rate, you must purchase both YouTube and TikTok Packages. The Package shall take priority whenever You access content on the selected/eligible platform (both on the application and on the webpage).
- 3.9** TikTok package will only be depleted for the usage of TikTok on the Safaricom network through the relevant application (TikTok application and TikTok Webpage).
- 3.10** YouTube package will only be depleted for the usage of YouTube on the Safaricom network through the relevant application (YouTube application and YouTube Webpage).
- 3.11** YouTube Packages shall be valid for twenty-four (24) hours from the time of purchase, after which it will expire.
- 3.12** TikTok Packages shall be valid for twenty-four (24) hours from the time of purchase, after which it will expire.
- 3.13** Should you exhaust your Package You can top up your account by dialing *777# and purchasing your preferred Content Package(s).
- 3.14** If the Package is depleted before the end of the validity period, data consumption prioritization will be based on the available packages in your account. Where You do not have other packages available and continue accessing the internet without purchasing an additional package, then consumption will be charged to your airtime account.
- 3.15** You will be notified of the consumption of your Packages upon utilizing 50%, 75% and 100% of your Package.
- 3.16** You can check your Package(s) balance by dialing *704#.
- 3.17** If You simultaneously have multiple packages, the package with the shortest validity period will take precedence of consumption.
- 3.18** The details of the Package shall be available on our website, in retail stores and upon enquiry to the Safaricom Call Centre (755).

4. Other terms of use

- 4.1** The Packages are not transferable.
- 4.2** The Packages cannot be used while roaming.
- 4.3** Safaricom shall not be liable for any unavailability, faults glitches, bugs or technical issues with the standard applications or webpages. Furthermore, Safaricom shall not be held liable for any damages or loss whatsoever arising that You may suffer as a result of You using the platform or application.

- 4.4 Safaricom is not liable for any third-party content and/or advertisement that might appear while You are using the Service.
- 4.5 The Package cannot be tethered for use on other devices. Safaricom reserves the right, at its sole discretion and at any time, to amend the Package categories (contents) as well as validity periods according to their identifiable data usage.
- 4.6 Safaricom reserves the right to change or alter the terms of use and applicability of the Packages and will notify You ahead, when possible, on Safaricom's website at www.safaricom.et.
- 4.7 Safaricom reserves the right, at its sole discretion and at any time to amend the Package categories (contents) as well as validity periods according to their identifiable data usage.
- 4.8 Safaricom retains the right to immediately and without notice cancel the Service if the Service is deemed or becomes illegal or is subject to regulatory restrictions.

5. Privacy

- 5.1 Safaricom shall protect and keep your personal information and communication private and shall not disclose it to any unauthorized persons.
- 5.2 Safaricom shall only process your information in accordance with the law.
- 5.3 How Safaricom processes your personal information is detailed fully in the Privacy Policy available on www.safaricom.et.

6. Extension of Safaricom Prepay Terms and Conditions

- 6.1 These terms and conditions are supplemental to and subject to the published Safaricom General Prepay Terms and Conditions available on www.safaricom.et.
- 6.2 All general provisions applicable to Mobile Prepay services under the respective Terms and Conditions shall apply to these Terms and Conditions.
- 6.3 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 Safaricom's website at www.safaricom.et and at Safaricom's discretion through media advertisements and will be effective immediately or at the date referred in such notifications.