

TERMS AND CONDITIONS FOR SAFARICOM ETHIOPIA Enterprise Unlimited Prepay

Welcome to Safaricom.

These Terms and Conditions govern and provide information on the use of Enterprise Unlimited Prepay ("**the Service**") and constitute an agreement between the Customer ("You") and Safaricom Ethiopia when using this Service.

1. Definitions


- 1.1 "**Safaricom**" or "**Safaricom Ethiopia**" means Safaricom Ethiopia Telecommunications Ethiopia PLC.
- 1.2 "**Customer**" or "**You**" means individual and enterprise customers of Safaricom.
- 1.3 "**Fair Usage Policy (FUP)**" – means a usage policy where Safaricom will limit internet speed to ensure that customers use data in moderation and not misuse or excessively use the bandwidth provided.
- 1.4 "**Service**" - means a prepaid package offered to customers by Safaricom in addition to the existing prepay service with increased flexibility and more value for money.

2. The Service

- 2.1 The service shall only be available to enterprise pre-pay customers.
- 2.2 The service will be available as an alternative to Safaricom's currently available enterprise prepay plans.
- 2.3 Service will offer a threshold for Unlimited Prepay for
 - I. Offnet Minutes - 50 Min, 5 Min & 0 Min
 - II. Data - 3 GB, 100 MB & 0 MB
 - III. SMS – 5 SMS & 0 SMS
- 2.4 The Yearly unlimited data package of the service will be subjected to a FUP as disclosed under the general terms and conditions.
- 2.5 Safaricom shall provide an SMS notification to the customers upon expiration of the validity on the 12th month for the yearly unlimited offer.
- 2.6 Safaricom will continue to avail all currently available prepay notifications including usage threshold notifications applicable to the service
- 2.7 The service purchased via airtime or M-PESA platform.
- 2.8 The service can be one-off or on autorenewal.
- 2.9 The service shall be available to customers through the platforms of USSD and M-PESA.
- 2.10 The USSD platform shall be under the enterprise Menu section.
- 2.11 Customers shall follow the Safaricom SIM card KYC process in line with applicable law, to receive service
- 2.12 Customers can roll over their unused resources for a period of only 1 (one) month, where unused resources allocated in the first month will only be viable until the third month from the initial month.
- 2.13 Customers will be able to query their balances using the published USSD short code.
- 2.14 Customers shall not use the data package for roaming purposes.
- 2.15 Customers who exhaust their packages before the elapse of the validity period may also purchase any bundle from the USSD menu as long as they have sufficient airtime or M-PESA wallet.

3. Pricing of Services

- 3.1 Safaricom will charge customers a lawful and justifiably tariff
- 3.2 The pricing details of the service stands as depicted under the table below

Project Name: EBU Unlimited Prepay Proposition & Mini Prepay Data + SMS Plan	Version: 1.0	
Document Name: User Requirements Specification Document	31-08-2'023	

Product Name	Safaricom Voice Mins & SMS	Tele Voice Mins	Data (GB)	Tele SMS	Validity	Price (Birr) (Incl. Tax)
Unlimited Prepay _250	Unlimited	1000	6	50	30 d	250
Unlimited Prepay _500	Unlimited	1200	20	50	30 d	500
Unlimited Prepay _1000	Unlimited	2000	50	50	30 d	1000
Unlimited Prepay _1500	Unlimited	4000	120	50	30 d	1500
Yearly Unlimited Data	-	-	Unlimited FUP applies	-	1 Year	18,000 Br

3.3 The pricing details of the service is available on the Safaricom website www.safaricom.et.

3.4 Safaricom reserves the right to revise the price charged for service from time to time.

4. Suspension and Deactivation of Numbers

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

5. 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.

6. 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 Enterprise Unlimited Prepay 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.

7.4 The service shall be subject to all other prevailing EBU Prepay business rules.