

TERMS AND CONDITIONS FOR SAFARICOM ETHIOPIA E-SIM SERVICE

Welcome to Safaricom Ethiopia.

These Terms and Conditions govern and provide information on E-SIM (the Service) and constitute an agreement between Customer and Safaricom while utilizing this Service.

By using the Service, the Customer has read, understood, and accepted the terms and conditions set out herein.

1. Definition

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 **“ESIM”** or **“Service”** means a digital SIM Card that is directly built or installed in the device, eliminating the need for embedding a Physical SIM Card to enable customers with instant activation, remote provisioning, and simplified device management, ensuring users can switch plans effortlessly.
- 1.3 **“Reward”** means a Safaricom service package combining Data, Voice, and SMS, that is offered to new customers who subscribe for ESIM service.
- 1.4 **“Safaricom”** or **“Safaricom Ethiopia”** means Safaricom Telecommunications Ethiopia PLC.
- 1.5 **“SIM Swap”** means the business process of substituting a physical SIM Card with an ESIM for an existing Safaricom Ethiopia customer by changing: -
 - From Physical SIM Card to ESIM
 - From ESIM to Physical SIM Card
 - From ESIM to ESIM
- 1.6 **“New Activation”** means the business process of registering new customers for the ESIM Card service.

2. Service and Eligibility

- 2.1 The Service shall be available to all Safaricom Enterprise and Individual customers.
- 2.2 The Service shall be provided either through SIM Swap or by New Activation.
- 2.3 The service will allow customers to migrate their ESIM profile to new phones, allowing users to easily transfer their ESIM profile when changing devices.
- 2.4 The Service solutions offered will support 2G, 3G, 4G, and 5G services
- 2.5 Customers will be required to scan a QR code to receive the delivery of the ESIM. The QR codes will be made available at Safaricom shops.
- 2.6 Customers will receive an SMS notification confirming their E-SIM activation after successfully being onboarded or getting a SIM Swap.
- 2.7 Customers shall ascertain the compatibility or capability of their devices to support ESIM services.
- 2.8 Customers shall maintain an active Safaricom number while requesting a SIM Swap service.
- 2.9 Existing enterprise customers can request for SIM Swap service through their account manager.
- 2.10 New Customers who subscribe for the ESIM Service will be required to go through a KYC process.

2.11 Reward Eligibility:

- 2.11.1 Safaricom will only offer a reward to Customers who are Newly Onboarded (New Activation) for the service.
 - 2.11.2 Customers shall top up 50 ETB per month to receive allocated resources.
 - 2.11.3 The Reward to customers shall only stay valid for one week. In order to receive a recurring or continued reward every month, the customer must make an additional 50 ETB top-up every month.
 - 2.11.4 Customers shall only receive one reward per month for each top-up, and repeated top-ups within the same month shall not entitle Customers to additional Rewards.
 - 2.11.5 The Reward shall only be available for six(6) consecutive months after the customer has been onboarded.
 - 2.11.6 The Voice and SMS Rewards offered to customers will only be on-net (Safaricom to Safaricom).
 - 2.11.7 The Rewards are non-transferable to other customers.
 - 2.11.8 Safaricom will provide customers with notification on the threshold and expiry of their rewards.
- 2.12 Safaricom will reserve the right to change or amend the reward package or the service charges/prices, and shall inform customers on its website or at distributor shops.
- 2.13 Information about the Service shall be made available on Safaricom Ethiopia's website www.safaricom.et, at Safaricom retail shops and distributor shops.

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

Item	Price/Offering - ETB	Validity
E-SIM Price	50 Br	-
Airtime Top up	50 Br	50 Br top-up every month
Reward Package		
Data	6 GB	1 Week (for every monthly 50 Br Airtime Top-up)
Safaricom Voice	1000 Mins on-net	1 Week (for every monthly 50 Br Airtime Top-up)
Safaricom SMS	1000 SMS on-net	1 Week (for every monthly 50 Br Airtime Top-up)

- 3.3 Safaricom reserves the right to revise the tariff or the price charged for the services.

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.

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 and will be effective immediately or as at the date referred in such notifications.