

SAFARICOM ETHIOPIA 4G WiFi SERVICES TERMS AND CONDITIONS

Welcome to Safaricom.

The following terms and conditions apply to the Safaricom 4G WiFi Service (“the **Service**”). By using the Services, it means You (Customer) have read, understood, and accepted the terms and conditions set out herein.

1. Definitions

For the purposes of these terms and conditions:

1.1 “**Active**” means the SIM Card is still in use and not suspended or deactivated.

1.2 “**Primary SIM Card/Number**” means your main Safaricom mobile number for communication services and added by You as the number which shall receive notifications on the usage of the 4G WiFi SIM Card.

1.3 “**Safaricom**” means Safaricom Telecommunications Ethiopia PLC.

1.4 “**Secondary SIM Card**” means the Safaricom SIM Card that You purchase to use with the WiFi Device.

1.5 “**WiFi**” means a facility allowing computers, smartphones, or other devices to connect to the internet or communicate with one another wirelessly within a particular area.

1.6 “**WiFi Device**” means a device such as a Mi-Fi or router or any other device that allows multiple end users and mobile devices to share mobile broadband Internet connection.

1.7 “**4G WiFi Service**” or “**Service**” means a part of Safaricom’s fixed wireless solution that offers internet services that run on Safaricom’s 4G network.

2. The Service

2.1. This Service is a prepay service.

2.2. The Service enables You to access the internet wirelessly anywhere in Ethiopia where there is Safaricom 4G coverage.

2.3. You are not guaranteed that the Service will be available if You access it in an area with no Safaricom 4G network.

2.4. You cannot access the Service when roaming.

2.5. You must purchase and register a Secondary SIM Card which shall be bundled with the WiFi Device.

3. Eligibility

3.1. You must be registered as a new Safaricom customer or an existing customer with an active line.

3.2. You must reside in an area with Safaricom 4G network coverage. To find out if your area is within our 4G coverage please visit <https://safaricom.et/index.php/contact-us>.

3.3. You must have a Safaricom 4G WiFi Device to use the Service.

3.4. You must have a secondary SIM card.

4. How to Access and Use the Service

4.1. Device

4.1.1 You will be required to purchase a 4G WiFi Device from Safaricom or distributor shops.

4.1.2 You should follow the instructions for use of the WiFi Device which are provided in the manual of the device.

4.1.3 Safaricom reserves the right to determine how many WiFi Devices and SIM Cards You may purchase in line with our numbering Policy.

4.1.4 The 4G WiFi Device is locked to the Safaricom network and can only be used with a Safaricom SIM Card.

4.1.5 The 4G WiFi Device (s) shall be subject to the warranty provided by the manufacturer. Safaricom will support your warranty claim in line with the manufacturer's warranty terms and conditions. We shall however not support any out-of-warranty claims.

4.2 Primary and Secondary SIM Card

4.2.1 You must purchase and register a Secondary SIM Card which shall be bundled with the WiFi Device.

4.2.2 You will be charged for both the Primary SIM Card and Secondary SIM Card if You are a new Customer.

4.2.3 Upon successful registration of your Secondary SIM Card, You will receive a welcome SMS on the Secondary SIM Card.

4.2.4 After successfully registering your Secondary SIM Card, You should set up your Primary SIM Card to receive all notifications for the Secondary SIM Card through USSD (*777#).

4.2.5 Only the Primary SIM Card (s) can check the balances and account information of the Secondary SIM Card.

4.2.6 The Primary Number can be changed at any time via USSD. Changes made to the Primary Number will take effect immediately.

5. All Packages

5.1 To use the service, You must purchase any of the 4G WiFi packages or mobile data packages availed by Safaricom, on *777# or such platforms which Safaricom shall offer in the future.

5.2 Any registered and active Safaricom customer may purchase a 4G WiFi package for the Secondary SIM Card on *777#. Both the Primary SIM Card and the SIM Card used to make the purchase of the package will receive an SMS confirming the transaction.

5.3 All 4G WiFi packages shall be valid for a period of thirty (30) days from the date of purchase and shall not roll over to the next month (beyond the 30th day).

5.4 You can purchase more than one 4G WiFi package at any given period; However, the consumption priority will be given to the package with the earliest expiry date.

5.5 Should You exhaust your 4G WiFi package (s), You can purchase additional packages through the following prompts:

I. Dial *777# select internet and SMS then select 4G WiFi

II. Enter the number of the Secondary SIM Card.

III. Select your preferred 4G WiFi package.

IV. Confirm purchase of Your preferred 4G WiFi package and pay.

V. You will then receive an SMS confirming the successful purchase of the 4G WiFi package.

5.6 If You exhaust the 4G WiFi package and continue using the Service, You will be charged an out-of-bundle data usage at the prevailing out-of-bundle rates.

5.7 You can check the balance of the 4G WiFi packages by dialing *777# or *704# on your Primary number.

6. Restrictions

6.1 You may access and use the Service only for personal consumption and shall not resell to any other customer without written confirmation from Safaricom.

6.2 You may not use, nor negligently or intentionally permit others to use, the Service in any manner or for any purpose other than as set out in these Terms and Conditions.

6.3 You may not attempt:

6.3.1 charge any person a fee to access the Service without authorization from Safaricom.

6.3.2 permit, facilitate or condone any other person conducting any of the prohibited activities in this clause, whether using your equipment or otherwise.

7 Extension of Prepay Terms and Conditions

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

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

7.3 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.