

SAFARICOM ETHIOPIA INTERNATIONAL POST-PAY AND PRE-PAY ROAMING SERVICES TERMS AND CONDITIONS

Welcome to Safaricom.

The following Terms and Conditions apply to the Safaricom International Roaming Service (“**the Service**”). By using the Service, 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. **"Credit Limit"** means the maximum amount of credit available to You to use the Services.
- 1.2. **“Host Network”** means a public mobile network situated in a country other than Ethiopia which permits You to make and receive voice calls, send and receive text messages and use mobile data or access other services by reason of arrangements with Safaricom in accordance with these terms and conditions.
- 1.3. **“International Roaming”** means a service which enables you as a Safaricom customer to make and receive voice calls, send and receive SMSs and /or use data services when travelling outside Ethiopia by using the infrastructure of a Host Network.
- 1.4. **“Safaricom”** means Safaricom Telecommunications Ethiopia PLC.
- 1.5. **“Tariffs”** means Safaricom’s charges for the Products and Services in terms of the Tariff Guide and will include the underlying Terms and Conditions relevant to the Services as varied from time to time. All references to “charges” shall have the same meaning.
- 1.6. **“Tariff Guide”** means a guidance catalogue of Products and Services, and charges as published from time to time by Safaricom.

2. Eligibility

The Service is available to you provided you are a Safaricom Prepay customer.

3. The Service

- 3.1. The Service enables You to make and receive calls, send, and receive text messages and use mobile data or access any other services available to Safaricom customers when travelling outside Ethiopia.

- 3.2.** The Service is only available in countries which Safaricom has established international roaming arrangements with.
 - 3.3.** The list of countries in which You will be able to access the Service and applicable Tariffs is available on our website at www.safaricom.et our retail stores and through enquiry at the Call Centre and using USSD (*777#).
 - 3.4.** You will be able to access our Call Centre when you are using the Service on this number +251 799 000 700. However, calls to the Call Centre while you using the Service are not free. The applicable charge will be specified in our Tariff Guide.
 - 3.5.** If you have selected to use the Call Divert Service to another number while using the Service, you will be charged for both incoming and outgoing calls (the divert) to the other number.
 - 3.6.** Please note that a Host Network(s) may not provide all the services offered by Safaricom. As such not all services that You are able to access on the Safaricom network may be accessible when You are using the service including meeting Your expectations. For instance, there will be Host Network(s) with no data services; and other Host Networks(s) may offer varying data speeds on the available technologies (2G, 3G, 4G or 5G).
 - 3.7.** While Safaricom makes every effort to ensure that you receive the SMS notifications when International Roaming, we cannot be held liable for SMSs not received.
 - 3.8.** International Roaming may be more expensive compared to your local Safaricom tariffs. Please check the rates applicable to your intended destination(s) available on our website at www.safaricom.et.
 - 3.9.** Safaricom will charge You a premium tariff of 499 Birr/Min for making calls to satellite and high-cost destinations when using the service. These destinations are listed on our website at www.safaricom.et. Making international calls to the high-cost destinations while using the service will incur higher charges than the standard tariffs.
- 4. Activation and Use of International Roaming Service for Prepay Customers**
- 4.1.** The Service is activated by default if You are a Prepay customer.
 - 4.2.** Prepay customers will be able to top up their account at any time using a Safaricom recharge voucher, through their bank account and any other means of recharging that Safaricom may avail in the future. You may recharge for Yourself, or another person can recharge Your account for You.

5. Activation and Use of International Roaming Service for Postpay Customers

- 5.1.** The Service is not activated by default for Postpay customers. It must be activated by You on USSD (*777#) or upon request at the Safaricom retail shops.
- 5.2.** You may also upgrade Your SIM card from Prepay to a Postpay line at our retail stores and thereafter activate the Service.
- 5.3.** The Service must be activated while You are in Ethiopia.
- 5.4.** The Service will apply the same deposit that You made for the Postpay Service per the Postpay terms and conditions. You will not be required to provide a separate deposit required roaming activation.
- 5.5.** You can utilize the credit allocation under Your Postpay plan up to Your Credit Limit to access the Service.
- 5.6.** You can upgrade or downgrade Your Credit Limit without changing Your current Postpay plan.
- 5.7.** You may deactivate the Service using the same channels.

6. Billing and Payment Terms

- 6.1.** You shall be charged different rates for making calls, sending SMS receiving calls or using data while You use the Service. You will not be charged for receiving SMSs.
- 6.2.** You shall be charged different rates for receiving calls depending on the Host network that You use the Service on.
- 6.3.** Similar tariffs shall apply for Prepay and Postpay Plans.
- 6.4.** Information about our roaming tariffs is provided in our Tariff Guide available on our website (www.safaricom.et).
- 6.5.** You will not be able to access or use Your normal local Prepay and Postpay bundles (minutes, SMS, data) or promotional Tariffs while You are using the Service.
- 6.6.** We may disconnect Your Postpay line due to the lack of bill payment and we will reconnect You immediately after settling Your outstanding Postpay bill.
- 6.7.** When Your Postpay line has been disconnected for bill non-payment, You will not be able to access the Service.
- 6.8.** The applicable tariffs for the call divert service are available on our website (www.safaricom.et), our retail stores or through enquiry at the call center.

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 also only process your information in accordance with the law.
- 7.3.** How Safaricom processes your personal information is detailed fully in the Privacy Policy available on 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 General Prepay 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 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.