

## SAFARICOM ETHIOPIA FRIENDS AND FAMILY PLAN TERMS AND CONDITIONS

Welcome to Safaricom.

The following terms and conditions apply to the Safaricom Friends and Family Plan (“Service”). By using this Service, it means you have read, understood, and accepted the terms and conditions set out herein.

### 1. Definition

- 1.1 “**Active subscriber**” means a subscriber who is active on the network and has not been suspended or de-activated.
- 1.2 “**Friends and Family**” means a group of subscribers who are members of a Family and Friends group.
- 1.3 “**The Group Initiator**” means the main member of a Family and Friends group who sets up the group in accordance with these terms and conditions and has certain rights and privileges regarding the group.
- 1.4 **Subscription Fee** means a daily recurring fee charged to the Group Initiator of the Friends and Family group.
- 1.5 “**Safaricom**” means Safaricom Telecommunications Ethiopia PLC.

### 2. Eligibility

The service is available to new and existing active Pre-pay customers.

### 3. How to Access and Use the Service

- 3.1 To access and use the service, Safaricom customers shall form a group made up of Friends and Family of their choice via USSD \*777#.
- 3.2 A group shall be made up of a minimum of two (2) members up to a maximum of five (5) members at any time.
- 3.3 You can activate and deactivate the Service as many times as You wish.
- 3.4 The Group initiator shall be charged a daily recurring fee of Birr 1 which shall allow him to call members of the Family and Friends group for free. Other members of the group, however, shall be charged normal calling rates when they call each other, including the Group Initiator.
- 3.5 The Group initiator shall enjoy free calling to members for as long as the Friends and Family group exists with assigned members, and he/she continues to pay the subscription fee.

### 4. Business Rules

- 4.1 A Friends and Family Group member can be in as many groups as possible. There is no limit to the number of groups a customer can join.
- 4.2 Any customer can create a group. However, a customer can only create one group at a time. For clarity, a customer can only be a Group Initiator for one group at any time.
- 4.3 A Group Initiator can be added as a member of other groups.
- 4.4 Group members can also create their own groups.
- 4.5 The Group initiator can de-activate the Friends and Family group at any time which will disband/ terminate the group.
- 4.6 The subscription fee will be auto-renewed daily, and a Group initiator will receive automatic subscription renewal expiry alerts.
- 4.7 When the Group Initiator calls within the Group, the free resources will take priority over any voice packages and airtime resources that he/she may have.
- 4.8 The Group initiator can make up to 10 member changes (add and/or remove members) in a period of thirty (30) days.

## **5. Extension of Prepay Terms and Conditions**

- 5.1 These terms and conditions are subject to the published Safaricom Pre-pay Terms and Conditions available on the website [www.safaricom.et](http://www.safaricom.et).
- 5.2 Safaricom reserves the right to amend or vary these terms and conditions or to withdraw from the Promotion at any time. In any of these events, notice will be given via media advertisements including at Safaricom's discretion on [www.safaricom.et](http://www.safaricom.et) and will be effective immediately or as at the date referred in such notifications.