

SAFARICOM ETHIOPIA AIRTIME ADVANCE SERVICES TERMS AND CONDITIONS FOR INDIVIDUAL CUSTOMERS

Welcome to Safaricom.

These terms and conditions govern and provide information on Safaricom's airtime advance services (the "Service (s)") and constitute an agreement between You (Customer) and Safaricom. By using **the Service**, You acknowledge that You have read, understood, and accepted the terms and conditions set out herein.

For the purposes of these terms and conditions:

1. Definitions

- 1.1 **"Off-Net Calls"** means calls made from a Safaricom mobile number to a mobile number of another licensed telecommunications operator in Ethiopia.
- 1.2 **"On-Net Calls"** means calls made from a Safaricom mobile number to another Safaricom mobile number.
- 1.3 **"Off-Net SMS"** means a text message sent from a Safaricom mobile number to a mobile number of another licensed telecommunications operator in Ethiopia.
- 1.4 **"On-Net SMS"** means a text message sent from a Safaricom mobile number to another Safaricom mobile number.
- 1.5 **"All-Network or All-Net"** means the voice and SMS resources that can be used to make calls and send SMSs.
- 1.6 **"Safaricom"** means Safaricom Telecommunications Ethiopia PLC.

2. Eligibility

- 2.1 The Services are available to You if You are an active prepay customer of Safaricom at least for 2 months.
- 2.2 The Services will not be available to You if You are roaming. Applicable roaming tariffs for voice, data, or SMS charges will, however, apply when You are roaming and will be charged at the roaming rates outlined in our tariff guide.
- 2.3 Below customers are not eligible to request the Services:
 - 2.3.1 Postpaid customers
 - 2.3.2 Expired, blacklisted, or terminated customers.

2.3.3 Customers who did not pay their previous airtime advance.

3. The Services

- 3.1** The Service enables You to obtain airtime on credit up on your request and repay for it when You recharge your airtime subsequently.
- 3.2** The Service may be provided to You by Safaricom in partnership with our appointed third-party service providers.
- 3.3** You can request the Service via different channels (USSD, SMS, Mobile App and Web).
- 3.4** Safaricom may set a limit for the Service depending on your specific profile. The menu will provide You only with amount denomination that You are eligible for. If You reach your limit, You will not be able to take additional advances until You have recharged to the value equal to a portion or all of the airtime advance.
- 3.5** Requesting the Service will entitle You with privilege of a normal recharge into your account. Accordingly, You may use the airtime You receive for all On-Net and Off-Net telecom services (except for roaming service), which includes buying bundles, making outgoing call, using SMS, and browsing internet.
- 3.6** You may not transfer airtime You receive from the Services to third parties.

4. Repayment

- 4.1** The credit amount You receive when requesting the Service plus a 10% service fee (the “Service Fee”) will be repaid to/collected by Safaricom when You recharge airtime subsequent to obtaining the Service. The credit advance and the Service Fee will be deducted from your subsequent top up(s) until fully recovered.
- 4.2** The credit advance and the Service Fee will also be deducted when You receive airtime from a third-party.
- 4.3** You will not be able to receive a bundle with gift from third party until You completely repay the credit amount and the Service Fee.
- 4.4** You will receive a confirmation notification message via SMS when the debt is partially or fully covered.
- 4.5** You are required to fully repay the credit amount (airtime) You received and the accrued Service Fee before requesting a new Service.

5. Privacy

- 5.1** Safaricom shall protect and keep your personal information and communications private and shall not disclose them to any unauthorized persons.

5.2 Safaricom shall also only process your information in accordance with the law.

5.3 How Safaricom processes your personal information is detailed fully in the Privacy Policy available on www.safaricom.et

6. Extension of Prepay Terms and Conditions

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

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

6.3 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.