

# TERMS AND CONDITIONS FOR SAFARICOM ETHIOPIA SHEGA GAMES SERVICE

## Welcome to Safaricom

These Terms and Conditions govern and provide information on the use of Shega Games (“the Service”) and constitute an agreement between You (Customer) and Safaricom when You use this Service

By using the Service, it means You have read, understood, and accepted the terms and conditions set out herein.

### 1. Definitions and Acronyms

- 1.1 **“Customer”** or **“You”** means a duly registered Safaricom customer.
- 1.2 **“Channel”** means the USSD or SMS-based subscription methods customers utilize to access the service or games on the partner portal.
- 1.3 **“Service”** or **“Shega Game”** means an engaging content service that enables customers to step into a world of endless gaming excitement by enjoying fun and interactive games directly from their smartphones via Safaricom SMS and USSD channels
- 1.4 **“Safaricom”** or **“Safaricom Ethiopia”** means Safaricom Telecommunications Ethiopia PLC.
- 1.5 **“Partner”** means Power Africa which serves as VAS aggregator and content provider for Safaricom as per a separate partnership agreement concluded between the two entities to provide the content and platform capability for enablement of Shega Games.

### 2. The Service and Eligibility

- 2.1 The Service is available to all Safaricom Customers (Prepay and Post-pay)
- 2.2 Customers shall subscribe to the service through Safaricom line USSD or SMS subscription channels.
- 2.3 Customers shall be routed to the partner portal to access the service or the game through the Safaricom subscription channels identified under of these Terms and Conditions.
- 2.4 Customers who gave their opt in through the specified channels shall start the access journey from the partner gaming portal via the digital flow. Customers shall click the link ([www.shegagames.com](http://www.shegagames.com)), key in their Safaricom MSISDNs, and

click on the enter button on the portal.

- 2.5 Customers subscribing through either of the channels specified under article 2.2 of this provision shall be required to provide consent for a subscription.
- 2.6 Customers subscribing via SMS shall send the keyword 'A1' to short code 34001.
- 2.7 Customers subscribing via USSD shall dial \*799#, select Mobile games from the product category, and subscribe to Shega games via the USSD flow.
- 2.8 After successfully registering their opt into the service on either of the channels customers will receive a link "[www.shegagames.com](http://www.shegagames.com) which will lead them to available mobile games in the Shega games portfolio.
- 2.9 Customers can unsubscribe from the game at any time by sending the keyword "S1" to the shortcode 34001.
- 2.10 Safaricom will provide access to a communication network of the partner to transmit Shega Game services to Customers Via its SMS and USSD channels.

### **3. Billing of Service**

- 3.1 Customers will be charged a daily subscription fee of ETB 2 (Two) from their Airtime balance for the Service.

### **4. Limitation of Liability**

- 4.1 Safaricom shall not be liable for any direct, indirect, incidental, special, or consequential damages arising out of or in any way connected with the use or inability to use the Service.
- 4.2 Safaricom does not guarantee continuous, uninterrupted access to the Service. The Service may be temporarily unavailable due to maintenance or other factors beyond Safaricom's control.
- 4.3 Safaricom shall not be liable for any consequence arising out of the Service including the composition, security, and legality of the contents to be transmitted.

### **5. Privacy**

- 5.1 Safaricom is committed to safeguarding and preserving the privacy of your personal information and communications, refraining from unauthorized disclosure.
- 5.2 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.

**5.3** How Safaricom processes your personal information is detailed fully in the Safaricom Privacy Policy available on [www.safaricom.et](http://www.safaricom.et).

## **6. Extension of postpaid Terms and Conditions**

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

**6.2** 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](http://www.safaricom.et) and will be effective immediately or as at the date referred in such notifications.