

SAFARICOM TELECOMMUNICATIONS ETHIOPIA RAMADAN OFFER TERMS AND CONDITIONS

Welcome to Safaricom

The following terms and conditions apply to the Safaricom (“Ramadan Offer”). By purchasing and using Ramadan Offer, it means You have read, understood, and accepted the terms and conditions set out herein.

1. Definitions:

- 1.1 “Customer” means a registered individual, business, company, and any organization including but not limited to government entities, embassies, and Non-Governmental Organizations.
- 1.2 “All-Net Mins” means calls placed from a Safaricom Mobile Number to another Safaricom Mobile Number.
- 1.3 “Safaricom” means Safaricom Telecommunications Ethiopia PLC.
- 1.4 “Service” or “Ramadan Offer” means a special Ramadan Fasting offer designed to help customers stay connected through affordable Data, Voice, and SMS bundles.

2. Service and Eligibility

- 2.1 The Service shall be available to both prepay and post-pay customers.
- 2.2 The Service shall only be made available for a total of 28 days (from February 28th to March 27th) centering the Ramadan fasting. The period may be extended at the sole discretion of Safaricom.
- 2.3 Customers shall not use the Service for roaming purposes.
- 2.4 The Offer applies to both MPESA transactions and airtime purchases.
- 2.5 The offer will be made available on USSD, *777, *733 & on Safaricom app.
- 2.6 If customers fail to utilize the daily offer that has been offered to them for purchasing a package, such offer shall not be rolled over to the next day.
- 2.7 The service may be changed, amended, or terminated at the sole discretion of Safaricom

3. Service Charge and Billing

3.1 The tariff or pricing details of the fee shall be made available on the Safaricom website www.safaricom.et.

3.2 The pricing of the Services shall be as follows:

Price	MBs	Allnet Min	Allnet SMS	Validity
10	150	15	15	24hrs
55	500	100	55	7days
150	1,024	250	150	30days

4. Privacy

4.1 Safaricom shall protect and keep your personal information and communication private and shall not disclose it to any unauthorized persons.

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

4.3 How Safaricom processes your personal information is detailed fully in the Data Privacy Statement available on www.safaricom.et.

5. Extension of Prepay Terms and Conditions

5.1 These terms and conditions are supplemental to and subject to the published Safaricom Prepay General Terms and Conditions, and Enterprise Prepay Bundle Service Terms and Conditions.

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

5.3 Safaricom reserves the right to amend or vary these terms and conditions or to withdraw from the Service at any time. In any of these events, notice will be given via Safaricom's website on www.safaricom.et, and will be effective immediately or as at the date referred to in such notifications.