

## Welcome to Safaricom

These Terms and Conditions govern and provide information on the use of Mobile Voice and Data Prepay Bundle Service (“the Service”) and constitute an agreement between You (as Safaricom Enterprise Customer) and Safaricom when using these Services.

### Definition

1. “Bundle” means the specific allocation of resources (mobile voice or data or a combination of both).
2. “Enterprise Base Tariff” means the default rate per second, per SMS or per Megabyte (MB) that applies to an Enterprise Customer for making voice calls, sending SMS messages, or browsing the web without purchasing a pre-pay bundle.
3. “Enterprise Customer or Customer or You” means a registered business, company and any organization including but not limited to government entities, embassies, and Non-Governmental Organizations.
4. “In-bundle” means any usage of voice calls, SMS and mobile data by the Customer within a certain allowance or limit of SMS, bytes and/ or time using the preferential rates.
5. “Loyalty Program” means a loyalty scheme where Customers earn points through their usage of products and Services.
6. “My Data Manager” means an application (App) that helps you to monitor and manage your mobile data usage in real-time.
7. “Off-Net Calls” means calls made from a Safaricom Mobile Number to a Mobile Number of another licensed Telecommunications Operator in Ethiopia.
8. “On-Net Calls” means calls placed from a Safaricom Mobile Number to another Safaricom Mobile Number.
9. “Out-of-Bundle” means any usage of voice calls, SMS and mobile data by the Customer in excess of the allowance included in the In bundle Allowance.
10. “Preferential Tariff Rates” means special or in-bundle tariff rates applicable for the Service.
11. “USSD (Unstructured Supplementary Service Data) Menu” means Safaricom’s interactive menu on the Customer’s device which can be accessed by dialing the short code notified to

the Customer by Safaricom.

- 12.** “Safaricom” means Safaricom Telecommunications Ethiopia Plc.
- 13.** “Services” means Mobile Voice and/or Data Prepay Bundle.
- 14.** “Tariff Guide” means a guidance catalogue of Products and Services and charges as published from time to time.