

## TERMS AND CONDITIONS FOR SAFARICOM ETHIOPIA PREPAY 4G BUSINESS INTERNET FOR ENTERPRISE CUSTOMERS

Welcome to Safaricom.

These Terms and Conditions govern and provide information on the use of Prepay 4G Business Internet Service (“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

- 1.1 “Customer Premise(s) Equipment (“CPE”)”** means a telecommunication equipment that is used to access the Internet or access services on a Safaricom network, whether directly or indirectly connected to that network.
- 1.2 “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.
- 1.3 “MiFi Device” or “Device”** means a small portable wireless router that acts as a mobile hotspot for any of Your Devices such as smartphone, computer, tablet, etc.
- 1.4 “Package”** means the Prepaid 4G Business Internet Package offered by Safaricom.

### 4. MIFI Device and the Secondary Number SIM

- 4.1** You can purchase the WIFI Device and SIM cards from Safaricom Shops. Purchase of the Device will be upfront before use.
- 4.2** Safaricom Devices (WIFI and CPE) will be locked to Safaricom network, meaning that they can only be used
- 4.3** with a Safaricom SIM card.
- The Device (s) shall be subject to the warranty provided by the Manufacturer. Safaricom will support your warranty claim in line with the manufacturer’s warranty terms and conditions. Safaricom shall however not support any out of
- 4.5** warranty claims other than provided by the manufacturer.
- 4.4** Your Primary Number will be connected to a Secondary SIM upon registration.
- The Primary Number can be changed/replaced by the owner at any time via the USSD menu or at Safaricom

- 1.5** “Primary SIM (Number)” means Safaricom mobile number added as the main number for operating the Service.
- 1.6** “**Purchasing Number**” means any Safaricom mobile number which purchases a 4G Business Internet Package for the Secondary SIM.
- 1.7** “**Safaricom**” means Safaricom Telecommunications Ethiopia PLC.
- 1.8** “Secondary SIM (Number)” means a Safaricom SIM bundled with a Mifi Device which you can only use to access the Service.
- 1.9** “**Service**” means the 4G Business Internet Service.
- 1.10** “**USSD (Unstructured Supplementary Service Data) Menu**” means an interactive menu on the Customer’s Device which enables customers to access Safaricom short code services.

## **2. Eligibility**

- 2.1** The Service will be available to all new and existing Safaricom Enterprise customers.
- 2.2** You must have an active Primary Safaricom SIM and a Secondary SIM which comes with the MiFi-Device.
- 2.3** You will be required to go through the SIM registration process and the Know Your Customer (KYC) vetting process to register both SIM cards in line with the SIM Card Registration Directive.

shops or assigned dealer shops upon verification of SIM ownership. Safaricom will not be liable for any changes on USSD.

- 4.6** Changes made to the Primary Number will take effect immediately.
- 4.7** If the Primary Number assigns another Safaricom mobile number via USSD menu, threshold notifications will be sent to the other number assigned.

## **5. Packages Purchase**

- 5.1** The Primary Number or Purchasing number may purchase data packages for the Secondary SIM card or any Safaricom Mobile Number at any time using airtime.
- 5.2** These packages are available on USSD. Upon successful purchase for the Secondary SIM, an equivalent airtime amount will be deducted from the Primary Number or Purchasing Number.
- 5.3** Your Primary Number or any Purchasing Number can buy any of the data Packages for the Secondary SIM as many times. However, the Package with the earliest expiry date shall expire first. The Purchasing Number will however not be able to check Package balances for the Package bought for the Secondary Number
- 5.4** The Primary Number can check the Package balance of any Secondary SIM attached to it.

- 2.4 If you are an existing customer, you shall only be required to register for the Secondary SIM.
- 2.5 If You are a new customer to Safaricom, you will also be charged for both SIM Cards.

### 3. The Service

- 3.1 The Service will only be available in areas covered by Safaricom 4G networks. We will advise you on which areas we currently have coverage upon your purchase of the service. Safaricom does not guarantee that the Service will be available or will be at the expected quality if you access it in areas with no 4G network coverage.
- 3.2 The Service allows to access internet within our 4G coverage areas using any 4G enabled Device such as a smartphone, MiFi Device, CPE and also enables you to hot spot other devices.
- 3.3 The Service shall be automatically activated at the time of onboarding and upon successful registration of the SIM cards on the Safaricom
- 3.4 Upon successful registration of Your Secondary SIM, you will receive a welcome SMS on the Primary Number.
- 3.5 The Secondary SIM may come with a welcome offer determined by Safaricom, however, Safaricom reserves the right to discontinue giving out welcome offers at any time and without prior notice.

- 5.5 Safaricom shall send SMS notifications on the successful purchase of the Packages to your Primary SIM and any Purchasing Number.
- 5.6 All Packages are valid for a period of 30 days from the date of purchase and do not roll over to the next month (beyond the 30th day).
- 5.7 Additional packages while the existing one is still valid shall not extend the validity of the existing package. Safaricom reserves the right to extend the 30 days validity period on its monthly packages and will notify the customer
- 5.8 You can check the balance on the Secondary SIM by dialing \*777#.
- 5.9 Safaricom shall also send threshold notifications at 10MB,50MB, 1GB, and 5GB and 100% of Package utilization to the Primary Number only. Such threshold may be amended or changed by Safaricom from time to time without prior notice to You.
- 5.10 Safaricom shall send an expiry notification of the Package ~~6.1b~~ the Primary Number at the end of the Validity period.

### 6. Out of Bundle Usage

If you exhaust the Package and continue accessing the internet without purchasing an additional Package or when your Package expire You will be charged an out-

- 3.6 Information about the Service, Packages and rates is available on our website [www.safaricom.et](http://www.safaricom.et), USSD, retail stores and at our Enterprise partner's or Distributor's stores.
- 3.7 You cannot access the Service when roaming.
- 3.8 You cannot make voice calls with the Secondary SIM, but you can receive voice calls if you use it with a mobile phone.

## 7. Restrictions on Access to and Use of the Service

### 7.1

You must access and use the Service only in accordance with this agreement and any applicable law and policy as may be introduced over a period of time.

### 7.2

You must neither use the Service in any manner or for any purpose other than as set out in these Terms and

### 7.3

Conditions, nor negligently or intentionally permit any other person to do so.

You must not attempt to or charge any person a fee to access the Service without authorization from Safaricom; permit, facilitate or condone any other

- of-bundle data usage for both SIMs at the prevailing Safaricom out-of-bundle rates
- 6.2 Out of bundle (OOB) will not automatically apply when your data Bundles are used up or expire. You may activate and/or deactivate OOB usage through My Data Manager application at any time to manage your data usage.
- 6.3 When you activate OOB usage, your data usage will automatically be charged the Enterprise Base Tariff when your bundle expires or is used up.
- 6.4 The Enterprise Base Tariff (out of bundle) will be available on our website at [www.safaricom.et](http://www.safaricom.et), USSD, retail stores and at Enterprise partner's or Distributor's stores.

person conducting any of the prohibited activities in this clause, whether using Your Equipment or otherwise.

## **8. Privacy**

### **8.1**

Safaricom ensures the minimum legally protected personal information collected on the basis of necessity based on the KYC processes.

### **8.2**

How Safaricom processes Your personal information is detailed fully in the Privacy Policy available on [safaricom.et](https://safaricom.et).

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

### **9.1**

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

### **9.2**

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

Safaricom reserves the right to amend or vary these terms and conditions or to withdraw the Services at any

### **9.3**

time. In any of these events, notice will be given via media advertisements including at Safaricom's discretion on [safaricom.et](https://safaricom.et) and will be effective immediately or as at the date referred in such notifications.