

SAFARICOM TELECOMMUNICATIONS ETHIOPIA ROAMING PACKAGES TERMS AND CONDITIONS FOR SAFARICOM CUSTOMERS

Welcome to Safaricom.

These Terms and Conditions govern and provide information on the use of Weekly Roaming Packages (“the Service”) and constitute an agreement between You (Enterprise Customer) and Safaricom when You use this Service. By using the Service, you have read, understood, and accepted the terms and conditions set out herein.

1. DEFINITIONS

For the purposes of these terms and conditions:

- 1.1 “Safaricom” or “Safaricom Ethiopia” means Safaricom Telecommunications Ethiopia PLC.
- 1.2 “Service” or “Package” refers to a weekly roaming data package provided by Safaricom that enables You to access the internet at a preferential rate outside of Ethiopia, in 158 countries, throughout the week, as may be amended and communicated at the sole discretion of Safaricom.
- 1.3 “Preferential Rate” means discounted rates applicable for the Service.

2. The Service/Package

- 2.1 The Service is available to all Safaricom Enterprise and Individual Customers.
- 2.2 The Service is a roaming data offer which gives more value when You purchase a weekly Package for a Preferential Rate.
- 2.3 The Package has 1GB, 3GB, and 5GB options You can choose from.
- 2.4 The Package is available for purchase for self only and cannot be transferred to others.
- 2.5 The Packages are applicable only in 158 countries. A list of included countries can be found on USSD. For countries that are excluded from the Packages, the currently published Out of Bundle (OOB) roaming rates will apply.
- 2.6 All OOB usage will be charged at the currently prevailing and published rates.
- 2.7 The roaming Packages will not work within the territory of Ethiopia.
- 2.8 The Package can only be purchased once-off. It cannot be purchased on an auto-renewable (recurring) basis.
- 2.9 Upon successful purchase of the Package, a confirmation SMS will be sent to the customer.

- 2.10 The Package will be valid for Seven (7) days from the date of purchase, after which it will expire.
- 2.11 You will be notified of your data Package consumption at the following thresholds: 2GB, 100MB, and 0MB.
- 2.12 An expiry notification will be sent 24 hours before the Package expires.
- 2.13 Unused Packages will not carry over to the following week.
- 2.14 The details of the Package will be available on our website, in retail stores, and upon inquiry at the Safaricom Call Centre (700 or 755).
- 2.15 Safaricom reserves the right to amend the offers with notice on our website, in retail stores, or any other communication channels.

3. How to access and use the Service

- 3.1 Post-pay customers must make an upfront payment, and the Package will be allocated to them. A receipt of purchase will also be provided upon purchase.
- 3.2 Prepay customers can purchase via USSD (*777#) or on M-PESA.
- 3.3 You can check your Package balance by dialing *704#.

4. Service Charges

- 4.1 The pricing details of the roaming package shall be made available on the Safaricom website www.safaricom.et.
- 4.2 Safaricom reserves the right to revise the tariff or the price charged for packaged services.

5. Complaint Handling

- 5.1 Safaricom Ethiopia will promptly and timely address any complaints that may be instituted by customers on the service, quality of the service and mechanism under which the service is offered.
- 5.2 Customers can utilize the following public channels provided below to institute their complaints to Safaricom Ethiopia: -
 - A. Visit the nearest Safaricom retail store and Customer care desk at our Distributors
 - B. Calling the Safaricom Ethiopia Call Centre,
 - C. Send an email to: complaints@safaricom.et
 - D. Visit www.safaricom.et

6. Privacy

- 6.1 Safaricom is committed to safeguarding and preserving the privacy of your personal information and communications, refraining from unauthorized disclosure.
- 6.2 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.
- 6.3 How Safaricom processes your personal information is detailed fully in the Safaricom Privacy Policy available on www.safaricom.et.

7. Extension of Safaricom Prepay Terms and Conditions

- 7.1 These terms and conditions are supplemental to and subject to the published Safaricom General Prepay Terms and Conditions, and General Postpaid Terms and Conditions. available on www.safaricom.et.
- 7.2 All general provisions applicable to Prepay services under the respective Terms and Conditions shall apply to these Terms and Conditions.
- 7.3 Safaricom reserves the right to amend or vary these terms and conditions or to withdraw from 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.