

SAFARICOM ETHIOPIA ROAMING DATA PACKAGES TERMS AND CONDITIONS

Welcome to Safaricom

The following terms and conditions shall apply to the Safaricom International Roaming Data Packages (“the Service(s)”) and constitute an agreement between You (Customer) and Safaricom. By using the Service, you acknowledge that You have read, understood, and accepted the terms and conditions set out herein.

For the purpose of these terms and conditions, the following definitions shall apply:

1. Definitions

- 1.1 “Host Network” means a public mobile network situated in a country other than Ethiopia which permits you to make and receive voice calls, send text messages, and use mobile data or access other services by reason of arrangements with Safaricom in accordance with these terms and conditions.
- 1.2 “In bundled rates” means special rates applicable for the Services while using the Packages.
- 1.3 “International Roaming” means a service which enables you as a Safaricom Customer to make and receive voice calls, send and receive SMSs, and /or use data services when travelling outside Ethiopia by using the infrastructure of a Host Network.
- 1.4 “Roaming Data Packages or Packages” means packages that allow You to use International Roaming services on Host Networks at in bundled rates.
- 1.5 “Safaricom” means Safaricom Telecommunications Ethiopia PLC.

2. Eligibility

The Roaming Data Packages are available for all Safaricom prepay and post-pay Customers.

3. Service Access and Usage

- 3.1 Prepay Customers shall access the Service upon successful registration of their SIM Card.

3.2 Postpay Customers shall access the Services upon request for activation at Safaricom retail stores. You can also call Safaricom call centre at 700 to enquire about the Service.

4. Roaming Data Packages usage

4.1 You can purchase the Packages through the USSD code *777# or through any other channels made available by Safaricom.

4.2 When You dial the USSD code (*777#), You will be able to see the applicable roaming packages for the country in which you are using roaming services.

4.3 After purchasing the Package, you will receive an SMS confirming your purchase which also contains details about the package purchased.

4.4 You can subscribe to multiple Packages at the same time; however, the earliest package shall take precedence of utilization.

4.5 You will be notified of the utilization of your Packages when you reach the following thresholds (2000 MB, 1000 MB, 500 MB, 100 MB, 50 MB, 20 MB 10 MB) depending on the resource of the roaming data package.

5. Restrictions

5.1 You cannot use the Packages to access data services while in Ethiopia. You can only access data while roaming on a Host Network.

5.2 You cannot buy Packages for other Safaricom Customers using the Service.

5.3 Packages shall not roll over beyond the applicable validity period, provided under clause 5.4 below, of the package(s) purchased.

5.4 The roaming data packages are offered in weekly, biweekly and monthly validity periods.

6. Applicable Roaming Data Packages

6.1 The Service shall be available in the Countries outlined below and as updated by Safaricom from time to time.

6.2 The following Packages (as amended from time to time) shall be offered by Safaricom:

	Country	Country Applicable Packages
1.	ALBANIA	<ul style="list-style-type: none"> ▪ Weekly, 1 GB @ Br. 1000 ▪ Biweekly, 2.5GB @ Br.2500 ▪ Monthly, 5 GB @ Br. 5500 ▪ Monthly, 7.5 GB @ Br. 8200
2.	AUSTRALIA	
3.	CZECH REPUBLIC	
4.	EGYPT	
5.	FIJI	
6.	GERMANY	
7.	GHANA	
8.	HUNGARY	
9.	INDIA	
10.	IRELAND	
11.	ITALY	
12.	KENYA	
13.	MALTA	
14.	NETHERLANDS	
15.	NEW ZEALAND	
16.	PORTUGAL	

	Country	Country Applicable Packages	
17.	QATAR		
18.	ROMANIA		
19.	SPAIN		
20.	TURKEY		
21.	UNITED KINGDOM		
22.	LESOTHO		
23.	MOZAMBIQUE		
24.	TANZANIA		
25.	BELGIUM		
26.	SOUTH AFRICA		
27.	CANADA		<ul style="list-style-type: none"> ▪ Weekly, 600MB @ Br.1000 ▪ Biweekly, 1.5 GB @ Br.2500 ▪ Monthly, 3.3 GB @ Br.5500 ▪ Monthly, 5 GB @ Br.8200
28.	CHINA		
29.	UNITED STATES		
30.	ISRAEL		
31.	CAMBODIA		
32.	SAUDI ARABIA		

	Country	Country Applicable Packages
33.	United Arab Emirates	
34.	MALAYSIA	

6.3 The applicable tariff for the Roaming Data Packages may differ depending on the Host Network that You are using the Service from.

6.4 Safaricom reserves the right, without prior notice to you, to update, change, or amend the applicable packages and countries where the Service is available. Any updates, changes, or amendments will be posted on the Safaricom website at safaricom.et.

7. Privacy

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

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

7.3 How Safaricom processes your personal information is detailed fully in the Privacy Policy available on safaricom.et.

8. Extension of Terms and Conditions

8.1 These terms and conditions are supplemental to and subject to the published Safaricom International roaming Terms and Conditions, General Prepay Terms and Conditions and PostPay Terms and Conditions.

8.2 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 and will be effective immediately or as at the date referred in such notifications.