

# SAFARICOM ETHIOPIA MOBILE ANNUAL LONG VALIDITY VOICE, DATA AND SMS PACKAGE TERMS AND CONDITIONS FOR ENTERPRISE CUSTOMERS

Welcome to Safaricom.

These Terms and Conditions govern and provide information on the use of Mobile Annual Long Validity Data and Voice Package (“the Annual Long Validity Packages (s)”) and constitute an agreement between You (Enterprise Customer) and Safaricom when You use the Annual Long Validity Package(s). By using the Annual Long Validity Package(s), it means 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 **“Annual Long Validity Package”** means the Mobile Annual Long Validity Data and Voice Package as well as other Annual Long Validity Packages provided by Safaricom from time to time that enables You to make calls and access the internet at Preferential Rates.
- 1.2 **“Voice Safaricom Mins”** means an offer that enables you to make a call from a Safaricom number to another Safaricom number.
- 1.3 **“Voice Tele Mins”** means an offer that enables you to make a call from a Safaricom number to another telecom operators’ number.
- 1.4 **“Preferential Rate”** means discounted rates applicable for the Annual Long Validity Package.
- 1.5 **“Safaricom” or “Safaricom Ethiopia”** means Safaricom Telecommunications Ethiopia PLC.

## 2. Eligibility

The Service is available to Enterprise Customers. For the sake of clarity Safaricom reserves an exclusive right to determine who is an Enterprise Customer.

## 3. How to access and use the Annual Long Validity Package

- 3.1 The Annual Long Validity Package is a 1000 GB data, Voice Tele Mins, and unlimited Voice Safaricom Mins offer that allows You to make calls and use data for a long period of time at a Preferential Rate.
- 3.2 The Annual Long Validity Package has three different options: a data-only annual package, a voice-only annual package, and a voice and data annual package. The details of each Annual Long Validity Package are shown in the tables below.

<i>Annual Long Validity Package Name</i>	<i>Safaricom Mins &amp; SMS</i>	<i>Tele Mins</i>	<i>Data</i>	<i>Tele SMS</i>	<i>Price (Incl. VAT &amp; Excise)</i>	<i>Validity</i>
<i>Annual Voice &amp; SMS Package</i>	Unlimited	10,000	N/A	1000	Br. 8,000	12 months
<i>Annual Data Package</i>	N/A	N/A	1000 GB		Br. 10,000	12 months
<i>Annual Voice, SMS &amp; Data Package</i>	Unlimited	10,000	1000 GB	1000	Br. 13,500	12 months

- 3.3 You can purchase the Annual Long Validity Package at any time by dialing the USSD code \*777#.
- 3.4 You can purchase more than one Annual Long Validity Package at a time.
- 3.5 You shall be obligated to make an annual upfront payment in order to procure the Annual Long Validity Package.
- 3.6 The Annual Long Validity Package is available for purchase for self and may also be purchased for another Safaricom Customer as a gift.
- 3.7 The Annual Long Validity Package can be purchased only on a once-off basis.
- 3.8 The Annual Long Validity Package shall be valid for twelve (12) months from the date of purchase, after which it will expire. Unused Annual Long Validity Packages will not roll over.
- 3.9 Should You exhaust your Annual Long Validity Package before the elapse of the validity period, You may purchase a new Annual Long Validity Package or any other package available on the USSD menu.
- 3.10 The prioritization of data and voice usage shall be determined according to the available packages in your account in the event that the Annual Long Validity Package has been exhausted prior to the expiration of its validity period.
- 3.11 Where You do not have other packages available and continue accessing the internet and/or making off-net calls without purchasing an additional package, then consumption will be charged to your airtime account.
- 3.12 You will be notified of your Annual Long Validity Packages consumption upon reaching the following thresholds:
  - Offnet Minutes - 500 Min, 50 Min, 5 Min & 0
  - Data - 50 GB, 10 GB, 1GB & 0
- 3.13 You can check your Annual Long Validity Package balance by dialing \*704#.
- 3.14 If You simultaneously have multiple packages, the package with the shortest validity period will take precedence of consumption.
- 3.15 All out-of-bundle usage will be charged at the currently prevailing and published rates.
- 3.16 The details of the Annual Long Validity Package shall be available on our website, in retail stores and upon enquiry to the Safaricom Call Centre (755).
- 3.17 Safaricom hereby reserves the right to amend and modify this Service, following a prior notice on our official website ([www.safaricom.et](http://www.safaricom.et)), Safaricom retail stores, or any other available communication platforms authorized by Safaricom.

#### **4. Restrictions**

- 4.1 The Annual Long Validity Package cannot be used to make international calls. Where You make international calls, You will be charged from your airtime or applicable package.
- 4.2 The Annual Long Validity Package cannot be used to access national and international roaming services, Where You use international roaming services, You will be charged from your airtime or applicable package.
- 4.3 The Annual Long Validity Package cannot be transferred to others.

4.4 Safaricom reserves the right to change or alter the terms of use and applicability of the Annual Long Validity Packages and will notify You, when possible, on Safaricom's website at [www.safaricom.et](http://www.safaricom.et).

## **5. Privacy**

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

5.2 Safaricom shall only process your information in accordance with the applicable law.

5.3 How Safaricom processes your personal information is detailed fully in the Privacy Policy available on [www.safaricom.et](http://www.safaricom.et).

## **6. Extension of Safaricom Terms and Conditions**

6.1 These terms and conditions are supplemental to and subject to the published Safaricom General Terms and Conditions available on [www.safaricom.et](http://www.safaricom.et).

6.2 All general provisions applicable to Mobile services under the respective Terms and Conditions shall apply to these Terms and Conditions. In case of contradiction with the Service general terms and conditions, the terms and conditions herein shall prevail as long as this Annual Long Validity Packages is concerned.

6.3 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](http://www.safaricom.et) , and will be effective immediately or as at the date referred in such notifications.