

## **SAFARICOM ETHIOPIA PREPAY VOICE PACKAGES, DATA PACKAGES AND SHORT MESSAGE SERVICE PACKAGES TERMS AND CONDITIONS FOR INDIVIDUAL CUSTOMERS**

The Services will be available to you upon registration and activation of your SIM Card. By using these Services, you confirm that you have read, understood, and accepted the terms and conditions set out herein.

These terms and conditions apply to all Prepay Packages offered by Safaricom under the following categories:

1. Prepay Voice Packages
2. Prepay Data Packages
3. Prepay Short Message (“SMS”)
4. Integration/combo Packages, (Collectively referred to as “the Services” or the “Packages”).

For the purposes of these terms and conditions:

### **1. Definitions**

- 1.1. “In-Bundle Usage” means any voice calls, data and SMS usage by you within a certain allowance or limit of time, bytes, and/or SMS using Preferential Rates.
- 1.2. “Integrated package” means package(s) with the allocation of voice, data and SMS resources in one.
- 1.3. “Off-Net Calls” means calls made from a Safaricom mobile number to a mobile number of another licensed telecommunications operator in Ethiopia.
- 1.4. “On-Net Calls” means calls made from a Safaricom mobile number to another Safaricom mobile number.
- 1.5. “Off-Net SMS” means a text message sent from a Safaricom mobile number to a mobile number of another licensed telecommunications operator in Ethiopia.
- 1.6. “On-Net SMS” means a text message sent from a Safaricom mobile number to another Safaricom mobile number.

- 1.7. “All-Network or All-Net” means the voice and SMS resources that can be used to make calls and send SMSs both On-net and Off-net.
- 1.8. “Out of Bundle Usage” means usage charged directly from your airtime balance for any voice calls, data, and SMS usage by you more than or in the absence of the voice calls, data and SMS allowance included in the In-Bundle Usage.
- 1.9. “Per Second Billing” means that you will only pay for the seconds consumed from the start of the call. E.g., if your call lasts for 20 seconds, only 20 seconds will be deducted from your allocation not the full minute.
- 1.10. “Per Minute Billing” means that you will pay for the full minute from the start of the call. E.g., if you talk for 20 seconds you will be charged for the full minute.
- 1.11. “Preferential Rates” means special or in-bundle tariff rates applicable for the Services.
- 1.12. “Safaricom” means Safaricom Telecommunications Ethiopia PLC.

## 2. Eligibility

- 2.1. The Services are available to you if you are a Prepay Customer of Safaricom.
- 2.2. The Services will not be available to you if you are roaming. Applicable roaming tariffs for voice, data, or SMS charges will, however, apply when you are roaming and will be charged at the roaming rates outlined in our Tariff Guide.

## 3. The Services

- 3.1. The following Packages will be available to you:
  - 3.1.1. The Voice Packages
  - 3.1.2. The Data Packages
  - 3.1.3. The SMS Packages
  - 3.1.4. Integrated/Combination Packages
- 3.2. To access the Services, dial \*777# from your Safaricom mobile line. You will then have a view of the available Packages offers which you can purchase for self-and/or another person.

## 4. General Terms and Conditions applicable to all Packages

The Packages will have different validity periods across the different categories i.e voice, data, SMS etc. Safaricom will provide details regarding the Packages and the respective validity periods upon purchase.

#### 4.1. Voice Packages

4.1.1. Voice Packages shall make either On-Net Calls only or All-Net Calls depending on the Package selected.

4.1.2. Voice and SMS resources offered under the Integrated Packages shall be used to make calls and send SMSs All Net.

4.1.3. The minutes allocated in the Voice Packages shall apply Per Second Billing.

#### 4.2. SMS Packages

4.2.1. SMS Packages will be available for use both On-Net and Off-Net.

#### 4.3. Data Packages

4.3.1. The Data Packages shall apply per volume (MB) charging.

##### **Gifting**

4.3.2. The Packages can be purchased for self or another person as a gift. To enable gifting, the gifting party must have sufficient airtime balance.

4.3.3. Packages which are gifted cannot be reversed.

4.3.4. Free packages cannot be gifted.

4.3.5. Packages which are gifted via bundle transfer shall assume the bundle validity period of the purchased bundle.

4.3.6. Packages which are gifted via an indirect purchase (buy for another number) shall assume the validity period of the purchased bundle.

4.4. The Packages can be purchased one-off or auto-renewable (recurring).

4.5. You can subscribe to more than one Package at a time across different categories of Packages. However, the priority of consumption will be given to the Package with the earliest expiry.

4.6. The Packages will not be transferable.

4.7. If you have received free or promotional Packages, the utilization of such free or promotional Packages will take precedence over any existing bundle categories.

4.8. You can purchase additional Packages at any time even while you still have active Packages. Where you purchase additional Packages prior to the expiry of an existing bundle, unused Packages will be carried over.

- 4.9. Where there has not been a purchase of additional Packages, unused Packages will be forfeited and will not be carried over.
- 4.10. You can check your Packages balance by dialing \*777# or \*704#. You can also send any input e.g. character, word, letter via an SMS to 704.

## 5. Usage Notifications

- 5.1. You will be notified via SMS alert when your remaining packages reach the following balances:
  - 5.1.1. All Voice Packages - 500 minutes, 100 minutes, 50 minutes, 25 minutes, 10 minutes, 5 minutes, and 0 minutes.
  - 5.1.2. All Data Packages - 1000MB, 100MB, 50MB, 10MB and 0MB.
  - 5.1.3. All SMS Packages - 500 SMS, 100 SMS, 50 SMS, 25 SMS, 10 SMS, 5 SMS and 0 SMS.
  - 5.1.4. The above usage notifications will apply for standalone and Integrated Packages.
- 5.2. Upon exhaustion or expiry of your Packages, you will be redirected to \*777# to enable you to purchase additional Packages.

## 6. Out of Bundle Usage

- 6.1. Out of Bundle Usage in respect of Voice Packages is automatically activated and charged when your Voice Packages are used up, expire or upon un-subscription.
- 6.2. Out of Bundle Usage in respect of Data Packages is not automatically activated and charged when your data Packages are used up, expire or upon un-subscription. You will have to enable Out of Bundle Usage via \*777#.
- 6.3. Out of Bundle Usage in respect of SMS Packages is automatically activated and charged when your SMS Packages are used up, expire or upon un-subscription.
- 6.4. Out of Bundle Usage in respect of the Integrated Packages shall apply the rules applicable to voice, data and SMS packages as outlined under this Article 6.

## 7. How to Unsubscribe from the Services

- 7.1. You may unsubscribe from the auto-renewable (recurring) buy option by dialing \*777# and following the prompts.
- 7.2. Once you unsubscribe, you will not be able to buy the Packages on an auto renewable basis unless you activate the auto-renewable option again. You will have to dial \*777#

every time you want to buy a Package.

## **8. Privacy**

- 8.1.** Safaricom shall protect and keep your personal information and communication private and shall not disclose it to any unauthorized persons.
- 8.2.** Safaricom shall also only process your information in accordance with the law.
- 8.3.** How Safaricom processes your personal information is detailed fully in the Privacy Policy available on [www.safaricom.et](http://www.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.
- 9.3.** 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](http://www.safaricom.et) and will be effective immediately or as at the date referred in such notifications.