

# SAFARICOM ETHIOPIA SOCIAL MEDIA PACKAGES TERMS AND CONDITIONS FOR INDIVIDUAL CUSTOMERS

Welcome to Safaricom.

These terms and conditions apply to Safaricom Social Media Packages (“the Service”) which will be available to you upon registration and activation of your SIM Card. By using this Service, 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 **“Social Media Package” or “Service”** means a data service offered by Safaricom that enables you to access specific applications or contents as per the package category. i.e. TikTok package for access of TikTok application and/or webpage only, YouTube Package for access of YouTube application and/or webpage only.
- 1.2 **“Safaricom” or “Safaricom Ethiopia”** means Safaricom Telecommunications Ethiopia PLC.

## 2. Eligibility

The Service is available to you provided that you are an active Safaricom customer.

## 3. How to access and use the Service

3.1 To access the Services, you should follow the following prompts:

- Dial \*777# from your data-enabled mobile device.
- Select your preferred one-off Social Media Package.
- Confirm the purchase of your preferred Social Media Package and pay through your airtime (as applicable).
- You will receive an SMS notification confirming the successful purchase of the package.

3.2 The Social Media Package allows you to access TikTok and YouTube platforms.

- 3.3 TikTok package will only be depleted for the usage of TikTok on the Safaricom network through the relevant application (TikTok application and TikTok Webpage).
- 3.4 YouTube package will only be depleted for the usage of YouTube on the Safaricom network through the relevant application (YouTube application and YouTube Webpage).
- 3.5 You can check the balance of the Social Media Package by dialing \*777# or \*704#.
- 3.6 You will be notified via SMS alert when your remaining Social Media Package reaches the following balances: 1000MB, 100MB, 50MB, 10MB and 0MB. Safaricom reserves the right to change the threshold for notifications without any prior notice to you.
- 3.7 Should you exhaust your Social Media Package you can top up your account by dialing \*777# and purchasing your preferred Social Media Package.
- 3.8 The Safaricom Social Media Package shall take priority whenever you access content on the selected / eligible platform (both on the application and on the webpage).
- 3.9 You may opt out of any recurring Service by dialing \*777# and following the prompts.

#### **4. Validity of Social Media Package**

- 4.1 The Social Media Packages will have a validity period of twenty-four (24) hours. Unused resources will not roll over.
- 4.2 The validity of Social Media Packages will be extended only if you buy a similar package before the expiration date. The existing package will then take the validity of the new package.
- 4.3 If you exhaust the Social Media Package and continue accessing the social media platform, you will be charged from the normal unrestricted packages or out-of-bundle data usage at the prevailing out-of-bundle rates.

#### **5. Other Terms of Use**

- 5.1 You cannot share the Social Media Package or transfer it to a third-party device or subscriber.
- 5.2 The Social Media Package cannot be tethered for use on other devices. Safaricom reserves the right, at its sole discretion and at any time to amend the Social Media Package categories (contents) as well as validity periods according to their identifiable data usage.
- 5.3 Social Media Packages shall be accessible while browsing on the Safaricom Network without any VPN Tools or Internet Censorship Circumvention Tools.

- 5.4 Safaricom shall not be liable for any unavailability, faults glitches, bugs or technical issues with the standard applications. Furthermore, Safaricom shall not be held liable for any damages or loss howsoever arising that you may suffer as a result of you using the platform or application.
- 5.5 Safaricom is not liable for any third-party content and/or advertisement that might appear while you are using the Service.
- 5.6 Safaricom retains the right to cancel the Service immediately and without notice to you if the Service is deemed or becomes illegal under relevant laws. In such a scenario, you hereby renounce any rights you may have against Safaricom and acknowledge that you will have no recourse or claim against Safaricom of any kind.

## **6. Privacy**

- 6.1 Safaricom shall protect and keep your personal information and communication private and shall not disclose it to any unauthorized persons.
- 6.2 Safaricom shall only process your information in accordance with the law.
- 6.3 How Safaricom processes your personal information is detailed fully in the Privacy Policy available on [www.safaricom.et](http://www.safaricom.et).

## **7. Extension of Safaricom Prepay and Postpay Terms and Conditions**

- 7.1 These terms and conditions are supplemental to and subject to the published Safaricom General Prepay and Postpay, and Prepay Voice, Data, and SMS Packages Terms and Conditions.
- 7.2 All general provisions applicable to Prepay and Postpay 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 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.