

SAFARICOM TELECOMMUNICATIONS ETHIOPIA WULLO 100GB WITH 100MINUTES BONUS TERMS AND CONDITIONS

Welcome to Safaricom.

These Terms and Conditions govern and provide information on the use of Wullo 100 Minutes Bonus ("the Service") and constitute an agreement between the Customer and Safaricom when using 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 **"Customer"** or **"You"** means any new or existing enterprise or individual consumer that has subscribed for any postpaid or prepaid Safaricom services.
- 1.2 **"Service"** or **"Wullo 100GB with 100Minutes Bonus"** means a monthly package offered by Safaricom Ethiopia that provides 100GB of daytime data usage and 100 bonus Safaricom to Safaricom voice minutes, designed to ensure continuous daytime internet connectivity by enabling customers to remain connected to the Safaricom network.
- 1.3 **"Safaricom"** or **"Safaricom Ethiopia"** means Safaricom Telecommunications Ethiopia PLC.

2. Service and Eligibility

- 2.1 The service shall be available to Safaricom Mobile both Enterprise & Individual customers.
- 2.2 The Service is offered on a monthly basis.
- 2.3 The Service includes 100 GB data with 100 Safaricom minutes bonus voice.
- 2.4 The Service shall be available for purchase on USSD & M-PESA App.
- 2.5 The 100 GB data offer will shall only be made available for use between the hours 6:00 AM - 6:00 PM (Morning 12:00 - Evening 12:00 Local Time) throughout the validity period.
- 2.6 The 100 bonus Safaricom-to-Safaricom voice minutes are available for use 24 hours a day and are valid for the full month
- 2.7 Data usage after 6:00 PM will require the customer to use other active data bundles or airtime.
- 2.8 The Service does not allow rollover of unused data or voice minutes.
- 2.9 Customers will have the option to offer the service as a gift for another Safaricom customer.
- 2.10 Customers will receive expiry notifications in 7 Days and 48 hours before the expiry of the service.
- 2.11 Gift recipients will also receive expiry notifications 7 days and 48 hours before expiry.
- 2.12 The details of the service will be available on our website, in retail stores, and upon inquiry at the Safaricom Call Centre (700 or 755).
- 2.13 Safaricom reserves the right to amend the offers under the service with notice on our website, in retail stores, or any other communication channels.

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3. Service Charge and Billing

3.1 Customers can refer to the table below for prices offered under the service: -

Product Name	Customer	Data	Voice	Validity	Timeline	Price (Birr) (Incl. Tax)
Wullo 100GB & 100Minute Bonus	Mobile	100GB Data	100 Bonus Minutes for Safaricom-to-Safaricom Calls	1 month	6:00AM – 6:00 PM	600 Br

3.2 The tariff or pricing details of the Service shall also be made available on the Safaricom website www.safaricom.et.

3.3 Safaricom Ethiopia will provide notification to the customer of any changes to be effected on the service.

3.4 Safaricom reserves the right to revise the price charged for service from time to time.

4. Privacy

4.1 Safaricom is committed to safeguarding and preserving the privacy of your personal information and communications, refraining from unauthorized disclosure.

4.2 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.

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

5. Extension of Terms and Conditions

5.1 These terms and conditions are supplemental to and subject to the published Safaricom General Pre-pay or Post-pay Terms and Conditions.

5.2 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.