

# SAFARICOM ETHIOPIA CLOSED USER GROUP(CUG) TERMS AND CONDITIONS FOR ENTERPRISE CUSTOMERS

Welcome to Safaricom.

These terms and conditions govern and provide information on the Use of Closed User Group (CUG) Service and constitute an Agreement between You (Customer) and Safaricom when using this Service. By using the Service, it means You have read, understood, and accepted the terms and conditions set out herein.

## 1. Definition

- 1.1 **“Closed User Group (CUG)”** means a group of mobile numbers within the same Safaricom billing account that have the CUG Service loaded on their line.
- 1.2 **“Enterprise Customer or Customer or You”** means a registered business, company and any organization including but not limited to government entities, embassies, and Non-Governmental Organizations, corporate entities.
- 1.3 **“Safaricom”** means Safaricom Telecommunications Ethiopia PLC.
- 1.4 **Services”** means a supplementary post pay service provided by Safaricom that allows a group of users within an organization to make free calls and SMS, within themselves. This Service does not include data.

## 2. Eligibility

The Service is available to all Safaricom Enterprise Customers upon their request.

## 3. The Service

- 3.1 This Service shall be available only as an added-on product to the Safaricom mobile post pay service and shall not be available as a standalone service.
- 3.2 Members of the CUG can be either Safaricom pre-pay or post-pay Customer. However, the key contact person of the Customer shall have a post pay mobile number for billing purposes.
- 3.3 This Service can't be used when roaming.

## 4. Joining and Usage of the Service

- 4.1 You may use your existing mobile number/s or purchase new SIM Card/s to be added to the CUG.

- 4.2 One-off deposit shall be required during onboarding, which will be equivalent to the fixed monthly rate multiplied by the number of users in the CUG. Safaricom retains the right to waive the deposit requirement based on credit history.
- 4.3 During Service onboarding, You will share a list of Safaricom mobile numbers to be added to the CUG.
- 4.4 Your CUG can have an unlimited number of members.
- 4.5 You will assign your key contact person at the time of onboarding.
- 4.6 You can change the key contact person by informing Safaricom, the change will take effect on the first day of the next month.
- 4.7 Members in a CUG shall receive SMS notifications when the Service is loaded to their mobile numbers.
- 4.8 The key contact person can change the members of the group by sending written instructions to Safaricom, and indicating the change required. Changes in group membership will be effected on the first day of the next month.

## 5. Payment Terms and Billing

- 5.1 You will be required to pay a flat rate each month for the Service. Safaricom may amend the flat rate from time to time with prior notice to You.

<b>Number of users</b>	<b>Monthly Fee Per Line (BIRR. Incl. tax)</b>	<b>SMS</b>	<b>Minutes</b>
<b>No limit</b>	....	Unlimited	Unlimited

- 5.2 Invoice for the Service shall be sent to the key contact person of the Customer on a monthly basis.
- 5.3 Bills shall be paid by You within or before the due date indicated in the invoice issued to You by Safaricom.
- 5.4 If You fail to pay your bills within the provided timeline, Safaricom shall disconnect the Service until the outstanding bill is settled.
- 5.5 Upon termination of this Agreement, Safaricom shall refund the deposit to You within thirty (30) days of termination provided that You are not in arrears with your payment obligations.
- 5.6 Payment of the deposit will be made to You through either bank transfer, cash, cheque or mobile money as communicated by Safaricom to You at the time the deposit is due and payable.

## 6. Extension of Post-pay Terms and Conditions

- 6.1 These terms and conditions are supplemental to and subject to the published Safaricom Post-pay Terms and Conditions.

- 6.2** All general provisions applicable to post-pay services under the Post-pay Terms and Conditions shall apply to these Terms and conditions.
- 6.3** 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.

## **7. Privacy**

- 7.1** We shall protect and keep your personal information and communication private and shall not disclose it to any unauthorized persons.
- 7.2** We shall only process Your information in accordance with the law. How Safaricom processes Your personal information is detailed fully in our Privacy Policy, which is on our website at [www.safaricom.et](http://www.safaricom.et) and/or available in our retail stores upon request.