

SAFARICOM ETHIOPIA OUT OF BUNDLE MANAGEMENT AND THRESHOLD ALERTS SERVICE TERMS AND CONDITIONS

Welcome to Safaricom.

These terms and conditions govern and provide information on the use of Out of Bundle Management and Threshold Alerts (the “Service (s)”) and constitute an agreement between You and Safaricom. By using the Service, You acknowledge and confirm that You have read, understood, and accepted the terms and conditions set out herein.

1. Definition

- 1.1 **“In-bundle Rate (s)”** means preferential rates that are applied to Safaricom packages.
- 1.2 **“Out Of Bundle Management” or the “Service”** means the service that allows You to use your airtime to access data services with Out of Bundle Rates.
- 1.3 **“Out of Bundle (OOB) Rates”** means a rate charged when You do not have an In-bundle Rate for data packages as per the Safaricom Tariff Guide.
- 1.4 **“Safaricom”** means Safaricom Telecommunications Ethiopia PLC.
- 1.5 **“Tariff Guide”** means a guidance catalogue of products and services and charges as published from time to time by Safaricom.
- 1.6 **“Threshold Alerts” or “Alerts”** means a service whereby You are notified of the depletion of your data packages as soon as You reach your allocated data consumption, advising You to purchase a package or use airtime to access the internet.
- 1.7 **“USSD (Unstructured Supplementary Service Data)”** means Safaricom’s interactive menu on the customer’s device which can be accessed by dialing the short code notified to the customer by Safaricom.

2. Eligibility

The Service is available to all Safaricom customers upon activation of your SIM card.

3. Activation and Usage of the Service

- 3.1 This Service is deactivated by default; You must activate it through USSD by dialling *777# and following the prompts provided below.

- a. select “Internet and SMS”
- b. select “Manage internet”
- c. select the “activate option”.

3.2 You can choose to deactivate the Service through USSD (*777#), the change will take effect immediately.

3.3 You can activate and deactivate the Service as many times as You wish.

3.4 If You don’t activate the Service, You will not be able to use your airtime to access data services.

3.5 When You choose the “buy package option”, You will be charged the applicable In-bundle Rates and when You browse using airtime, You will be charged OOB rates in line with the Safaricom Tariff Guide, which is available on our website at www.safaricom.et.

4. Threshold Alerts

4.1 The Threshold Alert service is not active by default thus You must opt-in through USSD by dialling *777# and following the prompts provided below.

- a. select “Internet and SMS”
- b. select “Manage internet”
- c. select the “Out of Bundle Alert”
- d. select the “Opt-in” option

4.2 If You have successfully opted-in, You will receive a notification to “Buy Package” or “Browse using airtime” where You have depleted your data packages.

4.3 If You do not select the "Buy Package" or "Browse using airtime" option when prompted, your browsing or internet session will be terminated. You will be notified once every twenty-four (24) hours to "Buy Package" or "Browse using airtime" until You make a choice or opt-out of receiving Alerts.

4.4 If You chose the “browse using airtime option”, You will receive a notification of utilization every time You have used ten (10) birr of your airtime.

4.5 In relation to the “buy package option”, threshold notification will be sent to You upon reaching 1000MB, 100MB, 50MB, 10MB and 0MB: such demarcations may be amended or changed by Safaricom from time to time without prior notice to You.

4.6 You will not receive threshold notifications if You are using unlimited data packages.

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 also only process your information in accordance with the law.
- 5.3** How Safaricom processes your personal information is detailed fully in the Privacy Policy available on www.safaricom.et.

6. Extension of Prepay and Postpay Terms and Conditions

- 6.1** These terms and conditions are supplemental to and subject to the published Safaricom General Prepay and Postpay Terms and Conditions.
- 6.2** All general provisions applicable to Prepay services under the Prepay and Postpay Terms and Conditions shall apply to these Terms and Conditions.
- 6.3** All data-specific Terms and Conditions shall apply to these Terms and Conditions.
- 6.4** 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.