

TERMS AND CONDITIONS FOR SAFARICOM ETHIOPIA HOLIDAY BUY AND GET CAMPAIGN SERVICE

Welcome to Safaricom Ethiopia.

These Terms and Conditions govern and provide information on **Holiday Buy and Get Campaign** (“the Service”) and constitute an agreement between Customer and Safaricom while utilizing this Service.

By using the Service, the Customer has read, understood, and accepted the terms and conditions set out herein.

1. Definitions and Acronyms

For the purposes of these Terms and Conditions:

1.1 “Customer” or “You” means a duly registered Safaricom Ethiopia individual and enterprise customer.

1.2 “Service” or “Holiday Buy and Get Campaign” means a three-day holiday promotion package lasting from January 6th, 2026, to January 8th, 2026 (ከታህሳስ 28, 2018 ዓም እስከ ከታህሳስ 30, 2018 ዓም) designed to reward active prepaid customers with a bonus resource upon every bundle purchase. The award may be voice, data or SMS bundle.

1.3 “Safaricom Ethiopia” means Safaricom Telecommunications Ethiopia PLC.

2. Service and Eligibility

2.1 The Service shall be available only to prepaid individual and enterprise customers.

2.2 Customers can access the service through all channels *777#, *733*, Mella & MPESA App

2.3 Customers shall receive their award upon the purchase of any bundle.

2.4 Customers will receive a successful award notification.

2.5 Customers will receive the award regardless of the number of bundles purchased in a day.

2.6 The awarded bonus shall vary in type with each bundle purchase.

2.7 The bonus awarded to customers shall not roll over.

2.8 Customers cannot purchase the service through their MPESA award account.

2.9 Safaricom Ethiopia reserves the right to modify, suspend, or withdraw the Service partially or fully, with prior communication where applicable.

2.10 Safaricom Ethiopia will provide notification to the customer of any changes to be affected on the service.

3. Service Charge and Billing

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

3.2 Safaricom Ethiopia reserves the right to revise the tariff or the price charged for the Services and shall notify Customers of any changes.

4. Privacy

- 4.1 Safaricom Ethiopia 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 Ethiopia's internal data privacy policies and procedures.
- 4.3 How Safaricom Ethiopia 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 Prepay Terms and Conditions.
- 5.2 Safaricom Ethiopia 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.