

TERMS AND CONDITIONS FOR SAFARICOM ETHIOPIA DEVICE PURCHASE PLAN SERVICE

Welcome to Safaricom.

These Terms and Conditions govern and provide information on the use of DEVICE PURCHASE PLAN (“**the Service**”) and constitute an agreement between You and Safaricom Ethiopia when using this Service. By using the Service, You acknowledge that You have read, understood, and accepted the terms and conditions set out herein.

1. Definitions

1.1 “Mobile Device” means any mobile phone, purchased through Device Financing arrangement.

1.2 “Safaricom” or “Safaricom Ethiopia” means Safaricom Telecommunications Ethiopia PLC.

1.3 “Service” or “Device Purchase Plan” means a service provided by Safaricom Ethiopia that allows Customers to purchase a device through installment payments, instead of paying the full price in advance. With this service, the Customer can pay the cost of the mobile device in installments over a period of 12 to 15 months to be allocated into a payment plan of Daily, Weekly and Monthly of XX months.

1.4 “Payment” means a pecuniary commitment of the customer effected to Safaricom through but not limited to initial deposit, daily, weekly and monthly scheme for the utilization of its device purchase plan services.

1.5 “Customer(s)” or “You” means individual and enterprise customers of Safaricom.

2. The Service

2.1 The service shall only be available to pre-qualified eligible customers only.

2.2 Safaricom will preselect customers who will be eligible for the service and notify through SMS that they have qualified for the service. “Congratulations! You have been qualified to get <Device Name> on loan from Safaricom. For more information, please visit <shop location> or call 700.”

2.3 Safaricom will utilize a list of screening methods to identify customers that will be eligible for the service, and under no circumstances will it be obligated to disclose these methods to customers.

2.4 Customers will only be allowed to be eligible for only one device purchase plan service

2.5 Customers that have be notified of being eligible for the service are required to visit Safaricom shops to register and pay deposit of the financed device.

- 2.6 A device purchase plan service shall only be presumed to have been created after customers have paid a deposit, have entered into a loan agreement, and a locking solution has been downloaded and activated.
- 2.7 A customer that has been identified and notified to be eligible for the service shall maintain its Safaricom line that was identified as eligible for the service to be inserted under SIM 1 slot of the device and shall not be remove it from the device.
- 2.8 Customers shall make a payment of an initial deposit at the commencement of the service and continue to effect payment of either daily, weekly or monthly amount as per the preference they have disclosed to Safaricom.
- 2.9 Safaricom up on the failure of the customer to effect the agreed payment of services, reserves the right to either lock the device, suspend the device purchase plan or recourse to any other mechanism that shall compel payment for the service.

3. Pricing of Services

- 3.1 Customer shall pay the installments due in order to be able to use the purchased mobile devices under the conditions determined by Safaricom Ethiopia.
- 3.2 Customers shall make a payment of 20% or 30% (depending on the device they have selected) amount as an initial deposit at the conclusion of the device purchase plan agreement with Safaricom.
- 3.3 As per the payment plan, they have chosen during the conclusion of the device purchase plan agreement with Safaricom, customers will be required to effect payments on a daily, weekly and monthly basis.
- 3.4 The payment for the mobile devices shall be payable in installments on a daily, weekly, or monthly basis, with the applicable installment amounts to be determined per device from time to time.
- 3.5 Customers shall retain the right to increase but never decrease the allocation of the amount of payment they effect to Safaricom other than what has been specified under article 3.4 of this terms and condition.
- 3.6 Customers shall receive 24hrs of grace period after paying the initial deposit to make the first installment of daily, weekly or monthly amount as per the choice.
- 3.7 Customers can dial *777# to pay the consecutive installment payment.
- 3.8 Customers who pay the daily amount will be expected to pay the next installment after 24hrs.

- 3.9 Customers who pay the weekly amount will be expected to pay the next installment after 7 days.
- 3.10 Customers who paid the monthly amount, they will be expected to pay the next installment after 30 days.
- 3.11 Customers who missed a payment, they are expected to pay only for the day, week or month. That is; customers are not expected to pay the outstanding missed payment.
- 3.12 Safaricom will lock the devices of customers that have failed to effect the specified payment within the 24hrs for daily payment scheme, 7 days for weekly payment scheme, and 30 days for monthly payment scheme from the moment of making the initial deposit.
- 3.13 The pricing details of the fee are available on the Safaricom website www.safaricom.et.
- 3.14 Safaricom reserves the right to revise the price charged for device purchase plan from time to time.

4. Suspension Service

- 5.1 Safaricom will notify the customer within a reasonable period through registered communication channels before suspending or deactivating the service in whole or in part.

5. 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. How Safaricom Ethiopia processes your personal information is detailed fully in our Privacy Policy, which is on Safaricom Ethiopia's website at www.safaricom.et and/or available in our retail stores upon request.

6. Extension of Terms and Conditions

- 7.1 These terms and conditions for the Device Purchase Plan shall be subject to the general Terms and Conditions available on our website (www.safaricom.et).
- 7.2 These specific terms and conditions for Device Purchase Plan are part of the published general Safaricom Ethiopia Pre-pay and Post-Pay Terms and Conditions. If there is any difference or conflict between these terms and conditions and any of the general terms and conditions, these specific terms and conditions will prevail to clarify the difference.
- 7.3 If there are any differences between the printed version of these terms and conditions and the online version available on Safaricom Ethiopia's website at www.safaricom.et, the online version will prevail.

