

TERMS AND CONDITIONS FOR SAFARICOM ETHIOPIA OUT OF BUNDLE TARIFFS

These terms and Conditions apply to the Safaricom Out of Bundle Tariff services (hereafter **“the Service”**). The Service will be available to you upon registration and activation of your SIM Card. By using these Services, it means you have read, understood, and accepted the terms and conditions set out herein.

For the purposes of these terms and conditions:

1. Definitions

- 1.1 **“Out of Bundle Usage”** means usage charged directly from your airtime balance for any voice calls, data, and SMS usage by you in the absence of the Voice, Data, and SMS Package. The term **“Out of Bundle”** shall be construed accordingly.
- 1.2 **“In-Bundle Usage”** means any voice calls, data usage and SMS by you within a certain allowance or limit of time, bytes, and/or SMS using Preferential Rates.
- 1.3 **“On-Net Calls”** means calls originating from a Safaricom mobile number and terminating on another Safaricom mobile number
- 1.4 **“On-Net Off-Peak Calling Tariff”** means a Preferential Rate charged by Safaricom for On-Net Calls during Off-Peak Hours.
- 1.5 **“Off-Net Calls** means calls originating from a Safaricom mobile number and terminating on a mobile number of another licensed Telecommunications Operator in Ethiopia.
- 1.6 **“Off-Peak Hours”** means a period that starts at 9:00 pm in the evening and ends at 6:00 am in the morning, every day.
- 1.7 **“Peak Hours”** means a period not included in the Off-Peak Hours.
- 1.8 **“Preferential Rate(s)”** means special or in-bundle tariff rates applicable for the Services.
- 1.9 **“Safaricom”** means Safaricom Telecommunications Ethiopia PLC.
- 1.10 **“Tariffs”** means Safaricom’s charges for Use of the Services and will include the underlying terms and conditions relevant to the products and services as varied from time to time.
- 1.11 **“Tariff Guide”** means a guidance catalog of products and services and charges as published from time to time.

2. Eligibility

The Service is available to you if you are a Prepay and/or Postpaid customer of Safaricom.

3. The Service

3.1 The service allows You to make calls, access data and send SMSs when You don't have an active voice, data, or SMS Package but you have airtime balance

3.2 The Out of Bundle Usage Tariff shall be as follows:

Out of Bundle Services	Tariff (ETB)	
	Peak Hours	off Peak Hours
On-Net Voice	0.65	0.65
Off-Net Voice	0.65	0.65
On-Net SMS	0.144	0.144
Off-Net SMS	0.144	0.144
Data (MB)	0.12	0.12

3.3 The Service will not be available to you if you are roaming or making international calls. Applicable roaming and international calling Tariffs as outlined in our Tariff Guide will however apply when you roam or make international calls.

3.4 International Roaming may be more expensive compared to your local Safaricom tariffs. You shall be charged different rates for making calls, sending SMS, or using data while you use the Service. Please check the rates applicable to your intended destination(s) available on our website.

3.5 When you make an international call, you will be charged the applicable rate as indicated in our Tariff Guide available on our website at www.safaricom.et or our retail stores or through enquiry at the Call Centre.

4. Privacy

4.1 Safaricom shall protect and keep your personal information and communication private and shall not disclose it to any unauthorized persons.

4.2 Safaricom shall also only process your information in accordance with the law.

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

5. Extension of Prepay Terms and Conditions

5.1 These terms and conditions are supplemental to and subject to the published Safaricom General Prepay and Post Pay Terms and Conditions and other product-specific prepay terms and conditions.

5.2 All general provisions applicable to Prepay and Post Pay services under the Prepay Terms and Conditions and other product-specific prepay terms and conditions shall apply to these Terms and conditions.

5.3 Safaricom reserves the right to amend or vary these terms and conditions or to withdraw the Service 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.