

## SAFARICOM ETHIOPIA PREPAY ENTERPRISE BONUS ON RECHARGE TERMS AND CONDITIONS

Welcome to Safaricom.

The following Terms and Conditions apply to the Safaricom Bonus on Recharge (“the Promotion”). By participating in the Promotion, it means You have read, understood, and accepted the terms and conditions set out herein.

### 1. Definitions

- 1.1 **“Bonus”** means the voice and data resources awarded to Enterprise Customers when they top up or recharge their mobile number.
- 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.
- 1.3 **“On-net call”** means a call made from a Safaricom number to another Safaricom number.
- 1.4 **“Off-net call”** means a call made from a Safaricom Number to another telecom operator’s number and vice versa.
- 1.5 **“Pin less Top Up”** means airtime recharge made through a bank application.
- 1.6 **“Safaricom”** means Safaricom Telecommunications Ethiopia PLC.
- 1.7 **“USSD (Unstructured Supplementary Service Data)”** means Safaricom’s interactive menu which can be accessed by the Customer by dialing the short code designated by Safaricom for the Promotion.

### 2. Eligibility

The Promotion is available to all Safaricom Prepay Enterprise Customers.

### 3. Promotion period

- 3.1 The Promotion shall commence on 14 June 2023 and will continue for a period of three (3) months ending on 14 September 2023 “Promotion period.”
- 3.2 The Promotion period may be extended for a further period or amended at the sole discretion of Safaricom. Safaricom will notify You on the due course.

### 4. The Promotion Mechanics

- 4.1 You will be rewarded with the Bonus resources every time You recharge your prepay account during the Promotion period.
- 4.2 The Bonus resources shall comprise of unlimited on-net voice minutes and a limited data resources as outlined in the table below:

<b>Airtime Recharge Voice</b>	<b>Data</b>	<b>Validity</b>
<b>Br 5</b>	Unlimited On Net Minutes 5 MB	24 Hrs
<b>Br 10</b>	Unlimited On Net Minutes 10 MB	24 Hrs
<b>Br 15</b>	Unlimited On Net Minutes 15 MB	24 Hrs
<b>Br 20</b>	Unlimited On Net Minutes 20 MB	24 Hrs
<b>Br 25</b>	Unlimited On Net Minutes 25 MB	24 Hrs
<b>Br 50</b>	Unlimited On Net Minutes 50 MB	7 days
<b>Br 100</b>	Unlimited On Net Minutes 100 MB	7 days
<b>Br 200</b>	Unlimited On Net Minutes 200 MB	7 days
<b>Br 500</b>	Unlimited On Net Minutes 500 MB	14 days
<b>Br 1000</b>	Unlimited On Net Minutes 1000 MB	14 days

- 4.3 The Bonus on-net voice minutes will be unlimited for any value of airtime recharge. However, the Bonus data will be limited. The Bonus resources will have different validity periods as outlined in the table above.
- 4.4 The Bonus on-net voice minutes cannot be used for off-net calls, international calls, and international roaming.
- 4.5 The Bonus data resources allocated cannot be used for international data roaming.
- 4.6 Both the Bonus voice minutes and data resources cannot be transferred to another user.
- 4.7 Unused Bonus voice resources can be rolled over if You purchase airtime of the same value prior to the expiry of the existing Bonus voice resources. The airtime recharge will extend the validity period of the resources of the latest top-up. However, the bonus resources that were allocated first will be used up before the latest Bonus voice resources.
- 4.8 Where the customer has airtime or other voice and data bundles (i.e., not Bonus), the priority of consumption will be given to the Bonus resources.
- 4.9 You can recharge your account through any of the available top-up channels (airtime voucher or pin less top up).
- 4.10 Safaricom reserves the right to amend the recharge values eligible for the Bonus.

## **5. Airtime Purchase and Transfer**

- 5.1** You will be awarded the Bonus resources either by purchasing airtime for yourself or for other Prepaid number.
- 5.2** The Bonus resources cannot be transferred to another customer or number.
- 5.3** Where You purchase the airtime for your own number, You will receive the airtime purchased and the Bonus airtime. You will also receive SMS notification to this effect.
- 5.4** Where You purchase airtime for another mobile number/receiving number, the number will receive both the airtime and the Bonus. The receiving number will also receive SMS notification to that effect.
- 5.5** You will receive SMS notifications upon successful airtime purchase and upon receipt of the Bonus resources. You will also be able to request, view and query your total airtime balances on USSD through \*777#.

## **6. 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 applicable law and its own data privacy policy and procedures.
- 6.3** How Safaricom processes your personal information is detailed fully in the Safaricom Privacy Policy available on [www.safaricom.et](http://www.safaricom.et).

## **7. Extension of Prepay Terms and Conditions**

- 7.1** These terms and conditions are supplemental to and subject to the published Safaricom Prepay General Terms and Conditions, and Enterprise Prepay Bundle Service Terms and Conditions.
- 7.2** All general provisions applicable to Prepay services under the Prepay Terms and Conditions shall apply to these Terms and Conditions.
- 7.3** Safaricom reserves the right to amend or vary these Terms and Conditions or to withdraw from 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.