

# SAFARICOM TELECOMMUNICATIONS ETHIOPIA WULLO BET-WIFI BONUS 100 MINUTES TERMS AND CONDITIONS

Welcome to Safaricom.

These Terms and Conditions govern and provide information on the use of Wullo 100 GB ("the Service") and constitute an agreement between the Customer and Safaricom when using this Service. By using the Service, you have read, understood, and accepted the terms and conditions set out herein.

## 1. Definitions

For the purposes of these terms and conditions:-

- 1.1 **"Customer"** or **"You"** means any new or existing enterprise or individual consumer that has subscribed for any postpaid or prepaid Safaricom services.
- 1.2 **"Service"** or **"Wullo BET-WIFI 100 "** means a monthly package offered by Safaricom Ethiopia to customers providing up to 100 minute bonus usage, designed to ensure continuous daytime internet connectivity by allowing customers to remain connected to the Safaricom network.
- 1.3 **"Safaricom"** or **"Safaricom Ethiopia"** means Safaricom Telecommunications Ethiopia PLC.

## 2. Service and Eligibility

- 2.1 The service shall only be available to BET Wi-fi customers.
- 2.2 The service will not have a rollover feature
- 2.3 The service will offer both data and voice options.
- 2.4 The data offer will include 100GB data that shall only be made available between the hours 6:00 AM – 6:00 PM (Morning 12:00 – Evening 12:00 LT)
- 2.5 The voice offer will include 100 minutes with no limitations, with 24/7 availability for the full month.
- 2.6 Customers shall resort to other data bundles or airtime after 6:00 PM.
- 2.7 Customers will have the option to offer the service as a gift
- 2.8 The service shall be available for purchase on USSD & M-PESA App formats and platforms.
- 2.9 Customers will receive expiry notifications in 7 Days and 48 hours before the expiry of the service.
- 2.10 The expiry notification shall also be extended to third-party customers who receive the services as a gift, 7 Days and 48 hours before the expiry of the service.
- 2.11 The details of the service will be available on our website, in retail stores, and upon inquiry at the Safaricom Call Centre (700 or 755).
- 2.12 Safaricom reserves the right to amend the offers under the service with notice on our website, in retail stores, or any other communication channels.

## 3. Service Charge and Billing

|                                                         |              |                                                                                     |
|---------------------------------------------------------|--------------|-------------------------------------------------------------------------------------|
| Project Name: EBU Wullo 100 GB                          | Version: 1.0 |  |
| Document Name: User Requirements Specification Document | July -2025   |                                                                                     |

**3.1** The tariff or pricing details of the Service shall be made available on the Safaricom website [www.safaricom.et](http://www.safaricom.et).

**3.2** Customers can refer to the table below for prices offered under the service: -

| Product Name     | Customer         | Data       | Voice                   | Validity | Timeline         | Price (Birr) (Incl. Tax) |
|------------------|------------------|------------|-------------------------|----------|------------------|--------------------------|
| Wullo BET 100 GB | Wullo BET 100 GB | 100GB Data | 100 Min Safaricom Voice | 1 month  | 6:00AM - 6:00 PM | 500 Br                   |

**3.3** Safaricom Ethiopia will provide notification to the customer of any changes to be effected on the service.

**3.4** Safaricom reserves the right to revise the price charged for service from time to time.

#### **4. Privacy**

**4.1** Safaricom 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's internal data privacy policies and procedures.

**4.3** How Safaricom processes your personal information is detailed fully in the Safaricom Privacy Policy available on [www.safaricom.et](http://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 Pre-pay or Post-pay Terms and Conditions.

**5.2** 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](http://www.safaricom.et), and will be effective immediately or as at the date referred in such notifications.