

SAFARICOM ETHIOPIA UNLIMITED DATA PACKAGES TERMS AND CONDITIONS FOR INDIVIDUAL CUSTOMERS

These terms and conditions govern and provide information on the use of Safaricom's Unlimited Data Package (the "Package") and constitute an agreement between You and Safaricom when You use this Package(s). By using the Package(s), it means You have read, understood, and accepted the terms and conditions set out herein.

1. Definitions

- 1.1. "Customer" or "You"** means a duly registered active Safaricom customer.
- 1.2. "Active Customer"** means customer has made a chargeable activity on their account within the last 30 days. This activity can include making calls, sending SMS, and using data services.
- 1.3. "Fair Usage Policy" or "FUP"** means a usage policy where Safaricom will limit internet speed to ensure that Customers use data in moderation and not misuse or excessively use the bandwidth provided.
- 1.4. "Unlimited Data Package" or "Package"** means a mobile data Package that offers You worry-free unlimited experience with no cap on data usage subject to the FUP.
- 1.5. "Safaricom" or "Safaricom Ethiopia"** means Safaricom Telecommunications Ethiopia PLC.

2. Eligibility

The Packages are available to all Safaricom prepay customers.

3. The Packages

- 3.1 The Package(s) provides Customers with unrestricted internet access for a specified period subject to FUP.
- 3.2 Customers can subscribe to the Package through USSD number *777# or other portals that may be availed by Safaricom in the future.
- 3.3 Activation of the Package will be subject to successful payment processing; and upon successful activation of the Packages, You will receive an SMS message confirming your purchase.
- 3.4 You shall be charged a fee for purchasing the Package as per the prevailing rates provided on USSD *777# or other portals.
- 3.5 You can purchase the Package for yourself as well as a gift for other users.

4. Fair Usage Policy

4.1 Fair Usage Limits shall be as follows

- Daily Unlimited Data Package – 10.2 GB
- Weekly Unlimited Data Package – 40 GB
- Monthly Unlimited Data Package – 146 GB

4.2 Upon reaching the fair usage limit as stipulated in the Fair Usage Policy, the internet speed shall be subsequently reduced to a speed deemed necessary by Safaricom for the remaining duration of the Package's validity period.

4.3 Safaricom reserves the right to enforce the provisions of the Fair Usage Policy by closely monitoring your data usage and taking appropriate measures to diminish your internet speed should you exceed the fair usage limits.

4.4 Safaricom may amend the Fair Usage Policy at any given time and shall provide prior notice to you via Safaricom's website (www.safaricom.et). Any modifications enacted on the Fair Usage Policy shall take effect immediately upon notification or on the date stipulated by the notification.

5. Usage Rules of the Package

5.1 Customers with an active Unlimited Package may purchase and activate a new Unlimited Package. Upon activation of the new Unlimited Package, the previous Unlimited Package will be rendered inactive and unavailable for use.

5.2 You shall not use the Package for any unlawful or unauthorized activity, including but not limited to hacking, spamming, or illegal downloading.

5.3 Safaricom reserves the right to restrict or discontinue the Package if any misuse is suspected. If the suspicion is resolved in the Customer's favor, the Customer will be permitted to continue utilizing the Packages in a manner consistent with ordinary circumstances.

5.4 Safaricom endeavors to provide uninterrupted network coverage to all customers. However, network availability may be affected by factors beyond its control, including but not limited to weather conditions, technical issues, or maintenance activities.

5.5 Safaricom shall not be held liable for any damages, losses, or expenses arising from the use or inability to use the Package, including but not limited to data loss, interruption of business, or indirect damages.

5.6 You acknowledge and accept that Safaricom's liability is limited to the fees paid for the Unlimited Data Package.

5.7 The validity period set for the Package does not roll over or extend.

5.8 You cannot transfer the Package's internet resources to another mobile number.

6. Modification of terms and conditions

5.1. Safaricom reserves the right to modify and amend the Package at any time.

5.2. Customers will be notified of any changes made to the Package via Safaricom's website (www.safaricom.et).

7. Privacy

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

7.2 Safaricom shall only process your information in accordance with the applicable law and its own data privacy policy and procedures.

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

8. Extension of Prepay Terms and Conditions

- 8.1 These terms and conditions are subject to the published Safaricom Pre-pay Terms and Conditions as well as the Prepay Voice Bundles, Data Bundles, and SMS Bundles Terms and Conditions available on the website www.safaricom.et
- 8.2 Safaricom reserves the right to amend or vary these terms and conditions or to withdraw the Package 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.

C2 - Restricted Information