

Welcome to Safaricom

The following terms and conditions apply to the Safaricom International Calling Service and International SMS (“the Service”). The Service will be available to you upon registration and activation of your SIM Card. By using the Service, it means you have read, understood, and accepted the terms and conditions set out herein.

Definition

For the purposes of these terms and conditions: “Safaricom” means Safaricom Telecommunications Ethiopia PLC.

Eligibility

The Service is available to you by default provided you are a Safaricom Prepay customer.

The Service

1. The Service enables you, as Prepay customer of Safaricom, to call and send SMSs to other mobile users in different parts of the world.
2. International calls are charged either on a per minute (1:60) or per second (1:1) unitization. Per second billing means that you only pay for the second you use. E.g. if you talk for 20 seconds you will be charged for 20 seconds. Per minute billing means that you will pay for the full minute from the start of the call. E.g. if you talk for 20 seconds you will be charged for the full minute.
3. The list of international destinations that you can call, indicating the destinations which apply the per minute unitization and those which apply the per the second unitization is available on our website at www.safaricom.et or our retail stores or through enquiry at the Call Centre.
4. We will also indicate the applicable SMS rates for the various international destinations on our website at www.safaricom.et or our retail stores or through enquiry at the Call Centre.

Activation and Suspension of International Calling and SMS Service

1. The Service is activated by default.
2. To make a call, dial “+” or “00”, followed by the country code and then the phone number you wish to call.

Billing and Payment Terms

1. When you make a 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.
2. Free minutes, Bonus Airtime and Bonus Resources cannot be used for making international calls unless otherwise stated.
3. Different rates will apply for different international destinations. You will be charged the applicable rates for the country you are calling as per the Tariff Guide.
4. Safaricom shall charge you a flat rate for using the Service whether you call a mobile number or fixed line and whether the call is made during peak and off-peak periods.
5. Safaricom shall charge you for each SMS that you send. One SMS shall contain a maximum of 160 characters in English & 70 characters in other languages/characters.
6. You shall not be able to use standard Voice and SMS local packages when sending international SMSs or making international calls.
7. You will not be charged for receiving international calls and SMSs in Ethiopia.

Privacy

1. Safaricom shall protect and keep your personal information and communication private and shall not disclose it to any unauthorized persons.
2. Safaricom shall also only process your information in accordance with the law.
3. How Safaricom processes your personal information is detailed fully in the Privacy Policy available on www.safaricom.et.

Extension of Prepay Terms and Conditions

1. These terms and conditions are supplemental to and subject to the published Safaricom General Prepay Terms and Conditions.
2. All general provisions applicable to Prepay services under the Prepay Terms and Conditions shall apply to these Terms and conditions.
3. 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 and will be effective immediately or as at the date referred in such notifications.