

# TERMS & CONDITIONS

1. Bothebelele packages are provided as prepaid, SIM-only solutions. ETL does not provide hardware unless purchased separately.
2. These packages are subjected to a once-off SIM card fee of M20.00 for new applications.
3. Bothebelele packages are Base-Station Locked. The service is intended for use only at the primary location (home zone) where the SIM is first activated.
4. Customers who subscribe to these packages are allowed to change home zones only three (3) times in a month.
5. Customers who migrate to M499 from limited packages do qualify for the service.
6. Bothebelele packages for M349 and M499 will have a validity period of 30 days.
7. M69 Bothebelele package will have a validity period of 2 days.
8. M120 Bothebelele package will have a validity period of 5 days.
9. M199 Bothebelele package will have a validity period of 10 days.
10. The packages are purely unlimited and are applicable to customers connected on prepaid FWA (Fixed Wireless Access) with the minutes benefits and subjected to following FUP (Fair User Policy):

Prepaid Unlimited Bundle	Speed Mbps	Throttling Speeds	Duration	Data	Data FUP	On- Net - Minutes
<b>M69</b>	DL 40Mbps/UL 40Mbps	N/A	2 days	Unlimited	30 GB	40 On-Net-Minutes
<b>M120</b>	DL 30Mbps/UL 30Mbps	N/A	5 days	Unlimited	50 GB	80 On-Net-Minutes
<b>M199</b>	DL 20Mbps/UL 20Mbps	N/A	10 days	Unlimited	60 GB	100 On-Net-Minutes
<b>M349</b>	DL 20Mbps/UL 20Mbps	DL 10Mbps/UL 10Mbps	30 days	Unlimited	100 GB	300 On-Net-Minutes
<b>M499</b>	DL 40Mbps/UL 40Mbps	DL 20Mbps/UL 20Mbps	30 days	Unlimited	150 GB	600 On-Net-Minutes

11. Data Top ups shall be done on \*100#, Ecocash, Mpoi and Econet App.
12. Queries, complaints and concerns will be dealt with in terms of the LCA Consumer Protection Guidelines and Procedure of 2022.
13. Visit ETL shops or website for more Ts & Cs at [www.etl.co.ls](http://www.etl.co.ls)