



General Terms and Conditions

1. The campaign will be launched in October 2025 and run up to February 2025 (5 months).
2. Bundles are purchasable on *100#, *199#, WhatsApp (Mpoi) EcoCash App and Econet App.
3. Bundles that are applicable to participate in the campaign are as follows:
 - Daily M10 data or voice
 - Weekly M25 data or voice.
 - Any Wi-Fi plus package (excluding M499 package).
 - Monthly M210 for 1450MINS
 - Monthly M165 for 4GB
4. Daily draws will be done on Mondays, Wednesday and Fridays only.
5. Weekly draws will be conducted on Fridays for subscribers participated from the prior Friday to Thursday.
6. Monthly draws will be conducted on the first Friday of the subsequent month.
7. Grand Prize draw will be conducted on the first Friday of the month - this will be for all subscribers participated since the inception of the campaign to closure.
8. Cash back is obtained through EcoCash purchases only upon redemption.
9. An MSISDN would be called until it returns a no answer response then deemed unanswered.
 - In instances where an MSISDN is called and returns an unavailable response, number busy, or any other response; such an MSISDN would be called again within 5 seconds.
 - If the response is still the same or any other response except the ringing tone such an MSISDN would be deemed uncontactable.
10. Monthly Prizes will be paid through EcoCash, customers should all be KYC'd on tier 1.
11. Grand Prize would be handed over to the winner on the subsequent Friday, following the draw.
12. Data Usage Priority
 - Free data
 - 3.33 Hour Data
 - Babatone dark
 - Weekly Night Data
 - Social media
 - Streaming Bundle
 - Daily
 - 24 Hour Data
 - 3 Day Data
 - 5 Day Data

- Weekly
- Monthly
- Hybrid DA
- Core

13. Voice usage priority would be as follows:

- Free seconds
- Nchoathi seconds
- Daily seconds
- Local minutes
- Daily minutes
- 3 Day
- 5 Day
- Weekly seconds
- Weekly minutes
- Monthly minutes
- Hybrid DA
- Core balance

14. For a customer to be eligible to participate, they need to have an active EcoCash wallet that is KYC (Know Your Customer) compliant at least at tier 1 level (ID submitted/updated).

15. Subscribers who opt into the campaign and have active ACS balances will receive an automated SMS informing them that they must settle their balances in order to be eligible for prizes.

16. This SMS will be sent immediately after the campaign confirmation SMS upon any successful purchases (via MNO/SEFS) platform.

17. If a potential winner has an outstanding ACS balance that has aged for more than a month, they will forfeit their prize.

18. SMS reminder will be applicable to subscribers with outstanding ACS balances ONLY.

19. All winners will be announced on social media while weekly, monthly winners and grand prize winner will be announced on Radio or live on ETLs social media page.

20. Daily points reset on Sunday (23:59), Tuesday (23:59) and Thursday (23:59) and fall into the total weekly points

21. Weekly points reset on Thursday (23:59) and these points fall into the total monthly points at the end of every week and fall into the monthly points

22. On the last day of the month at 23:59 monthly points will fall into the total grand prize points and put you into the final draw.

23. The following price plans are eligible to purchase the campaign bundles:

- i) GSM Buddie
- ii) GSM Buddie Student
- iii) GSM Libertie
- iv) GSM Libertie Hybrid
- v) GSM LTE Hybrid
- (x) Bundles may be purchased for Self or Other.

24. All minutes and data bundles are credited upon purchase.
25. The Campaign is open to all mobile prepaid subscribers.
26. New Acquisition are the new Subscribers onto the network not existing Subscribers adding new sim cards under their profile, Econet and SEFS Affiliates, Econet and SEFS employees and their immediate family members are not eligible for participation into the Campaign.
27. Prizes will be deposited into the winner's EcoCash wallet within seven days of being notified.
28. The grand prize will be delivered within seven days of being notified.
29. Cash Prizes would be processed within 7 working days following the draw and confirmation of winners.
30. In instances where there are issues regarding any payment process needing intervention, such would be addressed within 14 working days.
31. Minors shall be expected to be assisted by their parents or guardians to receive their prizes.
32. Econet reserves the right to publish on social media, print media, radio and television, the names and pictures of the Prizes Winners of this campaign.
33. For a customer to be eligible to participate, they need to have an active EcoCash wallet that is KYC (Know Your Customer) compliant at least at tier 1 level (ID submitted/updated).
34. If a potential winner has an outstanding ACS balance that has aged for more than a month, they will forfeit their prize.
35. The bundles are offered on a promotional basis and exclusive to this campaign.
36. The participating bundles shall maintain their approved terms and conditions under their promotion.
37. Queries, complaints and concerns will be dealt with in terms of the LCA Consumer Protection Guidelines and Procedure of 2022 and CBL Consumer Protection Guidelines.

Campaign bundles terms and conditions

1. The Bundle is offered on a promotional basis for 5 months (from October 2025 to February 2026).
2. The M10 bundle (Data or Voice) is only valid for 1 day.
3. The M20 bundle (Data or Voice) is only valid for 7 days.
4. M165 and M210 bundles are valid for 1 month.
5. M10 voice bundle minutes are used to make calls to ETL only.
6. M25 weekly bundles are usable for;
 - 35 minutes ETL to ETL and 70 minutes for local calls.
7. M210 monthly bundles are minutes are used to make calls to local networks only.
8. The bundle offer may be withdrawn or varied (upon regulatory approval), without prior notice to the market to the extent that such withdrawal or variation does not prejudice the Subscribers.
9. Queries, complaints and concerns will be dealt with in terms of the LCA Consumer Protection Guidelines and Procedure of 2022.