

**ADDENDUM TO:**

**PREMIUM RATED SERVICE AGREEMENT**

*Made between*

**MTN (ZAMBIA) LIMITED**

(Herein after referred to as MTNZ)

**AND**

**HELLO 260 ZAMBIA LIMITED**

(Herein after referred to as client)

Collectively referred to as the Parties.

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**WHEREAS:**

- i. The Parties duly executed an agreement (herein after called the Agreement) dated 15/01/2026 and to now add IDD and local calling rates service as tabulated below.
- ii. The Parties are desirous to amend the Agreement by the inclusion of **Annexure "5"** in the scope of services subject to the terms and conditions contained in this Addendum.

**IT IS HEREBY AGREED THAT:-**

1. This Addendum incorporates the terms and conditions of the Agreement.

The Agreement is revised by the inclusion of the **IDD and local calling rates** in **Annexure "5"** attached hereto being the adjustment of services being provided to **HELLO 260 ZAMBIA LIMITED** by MTNZ.

2. By execution of this Addendum, the Parties agree to expand the scope of services agreed in Annexure 1 & 2 of the Agreement. Particularly, MTNZ shall provide **HELLO 260 ZAMBIA LIMITED** with the additional services contained in the said **Annexure "5."** The provision of these additional services shall be effective from the date of signing of this Addendum.
3. This Addendum constitutes an integral and inseparable part of the Agreement. In the event of any conflict or inconsistency between any term of this Addendum and any term of the Agreement, the terms of this Addendum shall prevail as regards to the provision of the services agreed in annexure "5".
4. All terms and conditions of the Agreement, including the Annexure, that are not amended by this Addendum, shall remain unchanged and in force.

In witness whereof the Parties hereto or their duly authorized agents have caused this Addendum to be executed the year first before written.

Dated the 15th. day of Janauary, 2026

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Authorized Signatory  
For/ behalf of MTN (Zambia) Ltd

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Authorized Signatory  
For/Behalf of HELLO 260 ZAMBIA  
LIMITED

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Witness

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Witness

**Annexure 5****i. Local calling rates**

0.016 per second

**ii. IDD rates**

Country	Retail Rates (ZMW)/minute
Canada	1
Dominican Republic	1
Puerto Rico	1
United States	1
Guam	1
Romania	1
Norway	1
Peru	1
Mexico	1
Brazil	1
Colombia	1
Malaysia	1
South Korea	1
India	1
Faeroe Islands	1
Iceland	1
Bangladesh	1
Mongolia	1
Venezuela	2
Australia	2
Indonesia	2
New Zealand	2
Singapore	2
Thailand	2
Japan	2
China	2
Namibia	2
Costa Rica	2
Uruguay	2
Hong Kong S.A.R.	2
Kuwait	2
Bhutan	2
Bermuda	2

Greece	2.5
Pakistan	2.5
Greenland	2.5
Czech Republic	2.5
Liechtenstein	2.5
Guadeloupe	2.5
Hungary	3
Vietnam	3
Paraguay	3
Cambodia	3
Mayotte	4
France	4
Switzerland	4
Reunion	4
Laos	4
Taiwan	4
Uzbekistan	4
Saint Maarten	4.2
Bahrain	4.5
Egypt	5
Philippines	5
Nigeria	5
eSwatini	5
Slovakia	5
El Salvador	5
Panama	5
Martinique	5
Lebanon	5
Saudi Arabia	5
United Arab Emirates	5
Israel	5
Yemen	5.2
Italy	5.3
Turkmenistan	5.5
Argentina	6
Mauritius	6
Guatemala	6
Honduras	6
Sri Lanka	6.2
Qatar	6.2
Austria	6.5
Kenya	6.5
Cyprus	6.5

Jordan	6.5
Germany	6.8
Netherlands Antilles	7
South Africa	7
Afghanistan	7
Myanmar	7
Cayman Islands	7
Saipan	7
MacauS.A.R.	7.5
Iran	7.5
Ireland	7.5
Palestinian Authority	7.5
Aruba	8
Andorra	8
San Marino	8
Saint Lucia	8
Spain	8
Luxembourg	8
Bolivia	8
Guyana	8
Iraq	8
Kyrgyzstan	8
American Samoa	8
Trinidad and Tobago	8
Saint Kitts and Nevis	8
Eritrea	8.2
Gibraltar	8.2
Ecuador	8.3
Netherlands	8.5
Kazakhstan	9
Russia	9
Brunei	9
Marshall Islands	9
Tajikistan	9
British Virgin Islands	9
Saint Vincent and Grenadines	9
Belgium	9
Chile	9
Turkey	9
Ghana	9
Mozambique	9
Botswana	9
Armenia	9

Belize	9
Georgia	9
Bahamas	9
Barbados	9
Turks and Caicos Islands	9
Dominica	9
Jamaica	9
Libya	9.2
Fiji	9.4
Oman	9.4
Ethiopia	9.5
Nepal	9.5
Grenada	9.5
East Timor	10
French Polynesia	10
Sweden	10
Rwanda	10.2
Lithuania	10.3
Anguilla	10.5
Antigua and Barbuda	10.5
Poland	11
Cameroon	11
Cape Verde	11
Djibouti	11
Tanzania	11
Monaco	11
Uganda	11.5
Haiti	12
Ivory Coast	12
Benin	12
Suriname	12
Azerbaijan	12.2
Nicaragua	12.5
Niger	13
Sudan	13
Somalia	13
Portugal	13.2
Moldova	13.2
Denmark	13.5
Senegal	13.5
Liberia	13.5
Togo	14
Congo Republic	14

Angola	14
Finland	14
Bulgaria	14
Belarus	14
Guinea	14.5
Croatia	14.5
Guinea Republic	15
Burkina Faso	15
Estonia	15
Bosnia and Herzegovina	15
Syria	15
Gabon	15.2
Malawi	15.5
Serbia	15.5
United Kingdom	16
Democratic Republic of the Congo	16
Slovenia	16
Macedonia	16.2
French Guiana	16.2
Latvia	16.4
Mali	16.5
New Caledonia	17
Gambia	17
Burundi	17
Albania	17
Equatorial Guinea	17.2
Ukraine	17.5
South Sudan	18
Sierra Leone	18
Zimbabwe	18
Lesotho	18
Comoros	19
Micronesia	20
Central African Republic	20
Montenegro	20.5
Kosovo	21
Wallis and Futuna Islands	21
Malta	21
North Korea	21
Chad	23
Seychelles	23
Morocco	24

Mauritania	25
Cuba	26
Madagascar	27
Palau	29
Tunisia	30
Algeria	31
Maldives	32
Norfolk Island	35
Solomon Islands	36
Papua New Guinea	38
Tonga	40
Vanuatu	40
Cook Islands	40
Western Samoa	40
Tuvalu	40
Tokelau	40
Sao Tome and Principe	44
Diego Garcia	55
Saint Helena	55
Antarctica	55
Nauru	55
Niue	55
Kiribati	55
Falklands Islands	84
Saint Pierre and Miquelon	94.08
Ascension Island	95
Montserrat	95
Satellite	311