

TERMS AND CONDITIONS FOR SAFARICOM FIXED LTE SERVICE

The following terms and conditions apply to the Safaricom Fixed LTE Service ("the **Service**") and by activating this Service you will be deemed to have read, understood and accepted the same: -

1. Service

Fixed LTE Service is a part of Safaricom Fixed Wireless Solution to offer Fixed connectivity to premises (Home or Business).

2. Eligibility

This Service is open to all customers who:

- (a) reside in the selected areas with 4G/5G coverage (to find out if your area is listed, please visit Safaricom website);
- (b) have a 4G/5G router; and
- (c) have a 4G sim card.

2. Launch of Service

The Service will run from **0000 hrs 12th December 2021** ("**Service Launch Date**").

3. How to Access and Use the Service

4.1 Safaricom Fixed LTE

- (a) You will be required to purchase a 4G Router + 4G Sim Card at Kshs. 9,999 from Safaricom Shops or authorised dealers countrywide. Please note that this is a one-off cost.
- (b) You will be required to purchase a 5G router + 4G Sim card at Kshs. 9,999 from select Safaricom shops which will be availed on Safaricom website, *400# or *485# as we continue rolling out 5G Sites.
- (c) The Sim Card will be registered prior to you leaving the shop or dealer outlet.
- (d) Plug in the 4G/5G router to a power source. Depending on the approved Safaricom 4G router purchased, read the manual to check the LED light that indicate that the router has connected to the internet.
- (e) Dial ***400#** select "**4G for Home**" or dial ***485#** and select "**Other Services**" then "**LTE Fixed Internet**".

- (f) Enter the “**4G SIM Number**”. This is indicated on the label at the back of your router.
- (g) The mobile number of your Sim Card is indicated on the label at the back of the router.
- (h) Alternatively, dial ***400#** from your registered line and select “**option 5**” and select “**4G Home**”. Proceed to select “**check A/C status**”. Your account number is the mobile number of the SIM in the router.
- (i) Select your preferred mode of payment: Airtime or M-PESA.
- (j) Upon successful purchase, you will receive a flash notification of successful payment and a confirmation SMS will be sent to your mobile number.
- (k) Alternatively, you can load airtime directly to the 4G SIM number by dialing the recharge code ***141*** and entering the device SIM card number.
- (l) Set up the password (WI-FI KEY) which is printed on the back of the router.

4.2 Fixed LTE package options

Fixed LTE has two (2) types of internet package options.

- (a) 4G - Non-dedicated packages

WIRELESS 4G PACKAGES	DATA VOLUME (GB)	SPEEDS (MAX MBPS)	FAIR USAGE POLICY	KES PRICE (INCL. TAX)
BRONZE	90	5 Mbps	N/A	2,999
DIAMOND	120	5 Mbps	N/A	4,100
GOLD	200	5 Mbps	N/A	6,299
DIAMOND	400	5 Mbps	N/A	12,499

- (b) 5G - Non-dedicated packages

WIRELESS 4G PACKAGES	DATA VOLUME (GB)	SPEEDS (MAX MBPS)	FAIR USAGE POLICY	KES PRICE (INCL. TAX)
BRONZE	90	10 Mbps	N/A	2,999
DIAMOND	120	10 Mbps	N/A	4,100
GOLD	200	10 Mbps	N/A	6,299
DIAMOND	400	10 Mbps	N/A	12,499

(c) 4G/5G Dedicated packages

WIRELESS 4G PACKAGES	DATA VOLUME (GB)	SPEEDS (MAX BIT RATE)	GUARANTEED BIT RATE	FAIR USAGE POLICY	KES PRICE (INCL. TAX)
FIXED WIRELESS – 3 MBPS	Unlimited	3 Mbps	3 Mbps	N/A	32,997
FIXED WIRELESS – 5MBPS	Unlimited	5 Mbps	5 Mbps	N/A	54,995

4. Validity of the Fixed LTE packages

All Fixed LTE plans expire after **thirty (30)** days.

5. How to renew your expired Fixed LTE plans

To renew the Fixed LTE Plans, proceed as follows:

- a. Dial ***400#** select “**4G for Home**” or dial ***485#** and select “**other services**” then “**LTE Fixed Internet**”.
- b. You will see the Fixed LTE plans available for renewal.

6. Available speeds for Fixed LTE packages

- a. Speeds for the Non-dedicated packages appearing in clause 4 (a) will be capped at
 - i. **5 Mbps** depending on the 4G plan selected.
 - ii. 10 Mbps depending on the 5G plan selected.
- b. Speeds for the Dedicated packages appearing in clause 4 (b) will have a dedicated bandwidth of **3** or **5 Mbps** depending on the 4G/5G plan selected.

7. Wi-Fi Username and password

To change the default username and password:

- a. Make sure you connect to the 4G/5G Router Wi-Fi.
- b. Log into this portal on your web browser, type 192.168.8.1.
- c. Enter User: admin.
- d. Enter password: admin.
- e. Input your preferred Username.
- f. Input your preferred password.

g. Login into your other devices with the new Wi-Fi Username and password.

8. Other terms

a. The Fixed LTE plans will only be available in places where there is good 4G/5G coverage, and it will only work on the issued Safaricom approved 4G/5G router.

b. The Sim Card in your router will only work on the approved Safaricom 4G/5G router that you purchased from a Safaricom Shop or authorized Dealer outlet. It cannot work in any other device.

c. Should your router not connect to the internet, simply check that you have an active account by dialing *400# or *485# to check your account status. Alternatively, call Line 400/222 from your mobile device or e-mail us via safaricomhome@safaricom.co.ke.

d. Should you exhaust your allocated Fixed LTE plan, you can purchase same package or another and start a new monthly (30 day) cycle.

9. Privacy

(a) "**Personal Information**" means personal identifiable information as prescribed in the Data Protection Act which includes but is not limited to name, address, phone number, identification number, location data.

(b) Collection of information

We are required by law to collect certain personal information and are legally obligated to deny you the service if such information is not availed.

Apart from the legal obligation mentioned above, we also need to collect your Personal Information for quality service delivery. Please note that although this is voluntary, without such information we may not be able to provide quality service.

(c) Privacy

We are committed to respecting and protecting the privacy of the information we collect from you. Our privacy statement, as updated from time to time, explains how we treat your personal information, who we share your information with and measures taken protect your privacy when you use our Service. This can be found on [Safaricom Data Privacy Statement](#). If unable to access the link or our website, please reach us on any of our customer care channels to receive a copy.

(d) Minors

When registering a minor as a subscriber, a person with parental authority may open and maintain a mobile number in their name for and on behalf of the minor. For purposes of this agreement, a person with parental authority shall include the birth parents of a minor, legal guardian or other person who can demonstrate legitimate authority over the minor's affairs.

10. Extension of Terms

- a. Save as modified above, these Terms and Conditions are supplemental to and subject to the published Safaricom PrePay and PostPay Service Terms and Conditions, M-Pesa Terms and Conditions, including the provisions on privacy and terms of use for any other Safaricom service that you may be enjoying.
 - b. Safaricom reserves the right to amend or vary these terms and conditions or to withdraw the Service at any time, including updating the Privacy terms. In any of these events, notice will be given via media advertisements (including at Safaricom's discretion on the Safaricom website www.safaricom.co.ke) and will be effective immediately or as at the date referred in such notifications.
 - c. These Terms and Conditions are available on www.safaricom.co.ke
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