

## **TERMS AND CONDITIONS FOR SAFARICOM HOME FIBRE SERVICE AND 4G HOME PLANS**

The following terms and conditions apply to the Safaricom Home Fibre Service and the 4G Home Plans ("the **Service**") and by activating this Service you will be deemed to have read, understood and accepted the same: -

### **1. Service**

- (a) This service enables subscribers to access Internet at home through Fibre provided by Safaricom.
- (b) Customers will be allocated Internet speeds with a 1:4 contention (a maximum of 4 houses can use the same connection).
- (c) The Internet will be available to the customer within his/her premises/house (Customer Site).
- (d) Where customers reside in areas with good 4G indoor coverage, Safaricom will avail enjoy internet access at home through the Safaricom 4G Network ("**4G Home Plans**").
- (e) Safaricom Home Fibre customers also have the option to receive with mobile data, voice minutes and unlimited SMS alongside their preferred bundles ("**Home Fibre Plus**").

### **2. Eligibility**

- (a) This Service is open to all customers in the selected areas (Safaricom Home Fibre Zones), that have the Safaricom fibre infrastructure ready and who apply to have their homes connected to the Safaricom Home Fibre.
- (b) The 4G Home Plans is only available to customers who live in an area that has good 4G indoor coverage and outside a Fibre zone.

### **3. Launch of Service**

The Service will run from **0000 hrs 19<sup>th</sup> June 2020** ("Service Launch Date").

### **4. How to Access and Use the Service**

#### **4.1 Safaricom Home Fibre**

- (a) You must be living within any of the Safaricom Home Fibre Zones;

- (b) Fill and hand in the Safaricom Home Fibre Application Form which will be provided by Safaricom representatives on the ground or contact us by sending an SMS 'FIBRE' to 400 or visiting any of our Retail Shops;
- (c) Once you complete the Safaricom Home Fibre form, the Safaricom representative will give you an Account Number that you will use to make payment in one of the following ways:
- (i) Dial \*400# and follow the steps or via M-PESA by using the Safaricom Home Paybill number 150501 (direct debit); or
  - (ii) In a Safaricom shop.
- (d) Once you make payment, we will connect you to the Service within 48 hours, subject to you granting our representatives access to your home. As part of the installation process, we will provide you with a Wi-Fi router that will enable you to access the Wi-Fi Network within your home. We will set up the Wi-Fi network and configure your username and password which you require to access the Service.
- (e) Should you require any support once the Service is deployed, please call Safaricom Call Centre on line 400 or visit our on-ground technical support team for any technical assistance you require. Safaricom will only handle Service-related issues and not device or private LAN. Should you have a problem with your Customer Equipment, device, PC and other private LAN, you will need to contact your private technical engineer for assistance.
- (f) Once the Service is deployed, you will receive your username and password on SMS or you will be contacted by the Safaricom representatives. You must exercise all due care and diligence in order to ensure the secrecy and confidentiality of the access passwords at all times. You shall not disclose your access passwords to any third party or aid access to the Services to third parties outside your home or control, save with the express written permission of Safaricom.
- (g) You shall not use and shall ensure that no other person using your access to the Services uses the Services:
- (i) for resale or redistribution to any other person or entity; or
  - (ii) for storing, reproducing, transmitting, communicating or receiving any Offending Material; or

- (iii) for fraud or for any criminal purpose or in a manner that is contrary to any regulatory or legal requirement; or
- (iv) to cause annoyance, inconvenience or needless anxiety to any person; or
- (v) contrary to any other instructions that may be communicated to you by Safaricom from time to time.

## 4.2 4G Home Plans

- (a) Customers will be required to confirm 4G coverage in their premises before purchasing the 4G router.
- (b) The routers can be purchased from any Safaricom Shop or from selected dealers countrywide. The 4G router will come with a designated 4G SIM Card.
- (c) The 4G SIM Card will be registered using the details of the customer purchasing the router.
- (d) 4G for Home Plans will be enabled on a 4G enabled SIM Card and on a Safaricom sold 4G Router.
- (e) To purchase/renew the 4G for Home Internet package, simply follow the instructions below:
  - i. Dial \*400# and select "**4G for Home**".
  - ii. Select "**buy 4G Plans**".
  - iii. Select the "**Account number**".
  - iv. Select 4G Home Plan to renew.
  - v. Select your preferred mode of payment i.e. M-PESA, PostPay or Bonga and confirm payment.
  - vi. If you select M-PESA, you will be prompted to enter 4-digit MPESA PIN.
  - vii. You will receive a notification that you have been subscribed to the selected 4G Home Plan.

## 4.3 Home Fibre Plus

- i. Dial \*400# or log into the MySafaricom App;
- ii. Select "**Internet Plus**;"
- iii. Select "**New Customer**" or "**Existing Customer**";
- iv. Enter your Home Fibre Account Number;
- v. Select "**Buy home package**" or "**Renew Subscription**";
- vi. Choose if you would like to keep or share (sambaza) your mobile resources;
- vii. Confirm the purchase and enter your M-pesa pin.

viii. You will be subscribed to the selected bundle.

## 5. Charges

### (a) Safaricom Home Fibre

i. The following Fibre packages are available:

Package	Bandwidth and attribute	Price (Per Month)
Bronze	5Mbps with 1:4 contention	Kshs 2,900
Silver	10Mbps with 1:4 contention	Kshs 3,999
Gold	20Mbps with 1:4 contention	Kshs 5,699
Platinum	40Mbps with 1:4 contention	Kshs 11,499

ii. Payment for the Fibre Packages is every **thirty (30) days** in advance. If you do not pay on time, the Service will be suspended and only reactivated once you make your monthly payment.

### (b) Safaricom Home Fibre Plus

i. The following Internet Plus options are available alongside your preferred Fibre packages.

Package	Bandwidth and attribute	Data	Voice Minutes	SMS	Price (Per Month)
Bronze Plus	5Mbps with 1:4 contention	1GB	100	Unlimited*	Kshs 3,400
Silver Plus	10Mbps with 1:4 contention	4GB	200	Unlimited*	Kshs 4,999
Gold Plus	20Mbps with 1:4 contention	4GB	200	Unlimited*	Kshs 6,699
Diamond Plus	40Mbps with 1:4 contention	4GB	200	Unlimited*	Kshs 12,499

- ii. The Internet plus resources (mobile data, voice minutes and unlimited SMS) will be valid for **thirty (30) days** after which they will expire and not be available for use.
- iii. You will not be able to roll over or extend the validity of the Internet Plus resources.
- iv. You will not be permitted to purchase the Internet Plus resources independently from your Home Fibre subscriptions.

- v. You will not be permitted to use your Internet Plus resources for premium rated services, international calls or roaming services. However, the Voice minutes and SMSs can be used across networks.
- vi. Should you be unable to access your Internet Plus Service bundles, Safaricom shall reimburse you.
- vii. You can transfer/sambaza **ALL** your voice minutes, data bundles and SMSs to another Safaricom number.

(c) **4G Home Plans**

- i. The 4G Home Plans available are as follows:

4G Home Plan	Price	BEFORE FUP	AFTER FUP (1 Mbps)
3 Mbps	3,499	100 GB	100 GB
5 Mbps	4,999	200 GB	200 GB

- ii. Customers will be given a bundle to browse at either 3Mbps or 5Mbps. Once you hit the threshold, the speeds will be throttled to 1 mbps for the validity period of the bundle.
- iii. **The 4G for home plans are subject to a Fair Usage Policy.**

**6. 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.

## **7. Equipment and Care**

- (a) For purposes of accessing the Service, Safaricom provides you with Customer Premise Equipment (Fibre Cables, faceplate, routers) to assure compatibility of its Network and Services. You must not in any way interfere with, alter or modify the Customer Premises Equipment or any embedded software supplied as part of the Customer Premises Equipment nor allow anyone (other than an authorised Safaricom representative) to do so.
- (b) Safaricom may provide you with Customer Premise Equipment of varying capability based on the initial Services you selected in the Application Form.
- (c) You acknowledge and agree that the Customer Premise Equipment shall at all times belong to and remain the property of Safaricom throughout the duration of this Agreement and that upon termination of this Agreement Safaricom shall recover from your premises all of the said Customer Premises Equipment.
- (d) You agree to be fully responsible for good care of the Customer Premise Equipment during the term of this Agreement and to immediately notify Safaricom of any damage or loss to the same. You also agree to cooperate in the removal and recovery of the equipment by an authorized Safaricom agent/representative upon the termination of this Agreement, including allowing Safaricom access, without delay, to the Customer Site to uninstall and recover the equipment.
- (e) You are responsible for the care and safety of the Customer Premises Equipment and you must not add to, modify, reverse engineer, decompile or in any way interfere with the Customer Premises Equipment or any embedded software supplied as part of the Customer Premises Equipment nor allow anyone (other than an authorized Safaricom representative) to do so.

- (f) Any Customer Equipment connected to the Customer Premises Equipment or otherwise used to access the Services must be technically compatible with the Customer Premises Equipment and the Services and shall be connected and used in accordance with such reasonable instructions, safety and security procedures as may be advised by Safaricom at the time of installation.
- (g) Save where title to the Customer Premises Equipment has passed to the Customer following the payment to Safaricom by the Customer of any monies payable for the purchase of the Customer Premises Equipment, the Customer shall be liable to Safaricom for any loss of or damage to the Customer Premises Equipment, except where such loss or damage is due to fair wear and tear or is caused by Safaricom, or anyone acting on Safaricom's instructions.
- (h) Safaricom accepts no liability for any loss suffered by you or any third party as a result of the misuse of the Customer Premises Equipment or for any accidental damage.
- (i) Without prejudice, Safaricom shall only be responsible for the replacement of the Equipment in the case of manufacturer's defects covered by Warranty. Safaricom shall use reasonable endeavours to extend to you the benefit of any warranty as may be provided to Safaricom (subject to any limitations and restrictions thereon) by the manufacturers of such Equipment, provided that any expense reasonably incurred by Safaricom in extending such benefit shall be levied to your account and be payable by you.
- (j) The Customer shall immediately notify Safaricom of any fault, damage, loss, or theft of any Customer Premise Equipment and shall be responsible for its replacement costs at the prevailing retail costs of the equipment. Such replaced Customer Premise Equipment shall remain the property of Safaricom.
- (k) Save for the above, all conditions or warranties in relation to any Safaricom Equipment including the Customer Premise Equipment are excluded to the fullest extent provided by law including but not limited to any warranties and conditions expressed or implied by statute. Any warranty in relation to the Customer Premise Equipment will be deemed null and void should any damage or failure be as a result of failure to protect the Equipment by use of appropriate uninterruptible power supply or power surge systems, or as a result of any misuse of or tampering or interference with any Safaricom Equipment.

- (l) You shall give possession to Safaricom or its authorized agents any Safaricom Equipment that you believe to be damaged, faulty or defective, together with all Equipment documentation that was supplied to you by Safaricom, within ten (10) business days of finding the fault or defect. For the purpose of this clause business day means Monday to Friday between the hours of 0900 and 1700, excluding public holidays. Safaricom shall then expeditiously provide you with the available options to restore the Services; including replacing the defective equipment at your cost.
- (m) If the Services are terminated for whatever reason, you shall immediately notify Safaricom and initiate access to your premises for Safaricom/Safaricom's authorised agents for the purpose of uninstalling and recovery of the Customer Premise Equipment and any other Safaricom Equipment.

## **8. How to Upgrade Your Service**

You may upgrade your service by making an application through the USSD code \*400# at the end of your current subscription or any other manner as we may advise from time to time.

## **9. Suspension or Variation of the Service**

Safaricom may in its sole discretion suspend or vary the Services without liability to compensate you for any period during which:

- (a) Safaricom is required or requested to comply with an order or instruction of or on recommendation from the Government, court, regulator or other competent authority.
- (b) you have not paid the Charges by the due.
- (c) such a suspension or variation is necessary to facilitate modifications to or allow for planned maintenance of the Network provided that we give you reasonable notice of such suspension, termination or variation.
- (d) Safaricom reasonably suspects or believes that you are in breach of the terms and conditions of this Agreement or any other terms and conditions referred to herein.

## **10. Termination and Inability to Perform**

This Agreement may be terminated if:



- (a) We have reason to believe that the Service is being used in an unauthorised or illegal way or for criminal activities or we have been instructed to cease providing the Service by any licensing, law enforcement or regulatory authority.
- (b) You write to us notifying us of your decision to terminate this Agreement.
- (c) Either party commits any material breach of any of the provisions of this Agreement and such breach is not rectified within thirty (30) days from receipt of a written notice giving particulars of the breach;
- (d) either Party becomes bankrupt, or makes any arrangement with a creditor to go into liquidation or become subject to an administration order or a receiver is appointed over its assets;
- (e) the Service is no longer available to you upon expiry of this Agreement or loss, damage of the Customer Premise Equipment;
- (f) Your Equipment is found to emit signals, which may interfere with the quality of the Service;
- (g) We do not receive your full payment by the due date; or
- (h) there exists a dispute as to payment.

## **11. Consequences of Termination**

- (a) Termination shall not affect any subsisting rights either Party may have against the other Party at the time of termination.
- (b) Where you terminate this Agreement before the expiry of the initial term then you will be required to pay all outstanding charges.
- (c) Where you terminate this Agreement after the expiry of the initial term without giving one (1) month's written notice, then you will be required to pay all outstanding charges.
- (d) You will immediately grant Safaricom its representatives or agents access to your premises to uninstall and recover the Customer Premises Equipment and any other equipment belonging to Safaricom.

## **12. Inability to Perform**

The obligation of each Party under this Agreement shall be suspended during the period to the extent that such Party is prevented or hindered from complying therewith by any cause beyond its reasonable control including but not limited to acts of God, war, civil commotion, industrial dispute, inability to secure materials, act or omission of carriers or suppliers, destruction of or technical challenges with the fibre or Customer Premises Equipment beyond our control or regulatory

intervention. If such delay or failure continues for at least thirty (30) days then either Party may terminate this Agreement, upon expiry of the thirty (30) days, by notice in writing to the other. Upon such termination all amounts due to Safaricom from you shall immediately become due and payable.

### **13. Applicable Law**

This Agreement shall be interpreted, governed and construed in accordance with the laws of the Republic of Kenya.

### **14. 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](http://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](http://www.safaricom.co.ke)
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