



## **TERMS AND CONDITIONS FOR SAFARICOM HOME FIBRE INTERNET PLUS SERVICE**

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The following terms and conditions apply to the Safaricom Home Fibre Internet Plus Service (the “**Service**”) and by activating this service you will be deemed to have read, understood and accepted the same.

### **1. The Service**

This Service allows all new and existing Safaricom Home Fibre customers to subscribe for their preferred internet package and receive with mobile data, voice minutes and unlimited SMS.

### **2. Eligibility**

This Service is open to all new and existing customers who sign up for the Safaricom Home Fibre ready areas (Fibre Zones).

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

This Service will launch on **7<sup>th</sup> September 2018**.

### **4. How to Participate**

#### **4.1 New customers**

- (a) You will need to sign up for the Safaricom Home Fibre Service by completing an Application form if you reside in a Fibre Zone.
- (b) Dial \*400# or log into the MySafaricom App;
- (c) Select “**Internet Plus;**”
- (d) Select “**New Customer;**”
- (e) Enter your Home Fibre Account Number;
- (f) Select “**Buy home package;**”
- (g) Choose if you would like to keep or share (sambaza) your mobile resources;
- (h) Confirm the purchase and enter your M-pesa pin.
- (i) You will be subscribed to the selected bundle.

## 4.2 For existing customers

- (a) Dial \*400# or log into the Safaricom Home App;
- (b) Select “**Internet Plus**”
- (c) Select “**My Existing Accounts;**”
- (d) Selects “**Renew Subscription;**”
- (e) Select your Fibre to the Home Account Number;
- (f) Select “**Buy home package;**”
- (g) Choose if you would like to keep or share (sambaza) your mobile resources;
- (h) Confirm the purchase and enter your M-Pesa pin.
- (i) You will be subscribed to the selected bundle.

## 4.3 Internet Plus resources

The following Internet Plus options are available with your preferred internet package:

	<b>BRONZE Plus</b>	<b>SILVER Plus</b>	<b>GOLD Plus</b>	<b>PLATINUM Plus</b>
Internet Package	5mbps	10mbps	20mbps	40mbps
Data	1GB	4GB	4GB	4GB
Voice Minutes	100	200	200	200
SMS	Unlimited*	Unlimited*	Unlimited*	Unlimited*
<b>TOTAL MONTHLY COST</b>	<b>Ksh. 3,400</b>	<b>Ksh. 4,999</b>	<b>Ksh. 6,699</b>	<b>Ksh. 12,499</b>

## 5. Validity of the Internet Plus resources

- (a) The 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.
- (b) You will not be able to roll over or extend the validity of the Internet Plus resources.

## 6. Other terms

- (a) You will not be permitted to purchase the Internet Plus resources independently from your Home Fibre subscriptions.
- (b) 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.

(c) Should you be unable to access your Internet Plus Service bundles, Safaricom shall reimburse you.

(d) You can transfer/sambaza **ALL** your voice minutes, data bundles and SMSs to another Safaricom number.

## **7. Extension of Terms**

a. Save as modified above, these Terms and Conditions are supplemental to and subject to the published Safaricom Home Fibre Terms and Conditions, Fixed data Terms & Conditions 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. 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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