



TERMS AND CONDITIONS FOR SAFARICOM SECURENET SERVICE

The following terms and conditions apply to the Safaricom SecureNet Service (the "**Service**"). By you indicating that you would like to use this Service by signing or selecting a service plan that includes the Service or by opting-in to receiving the Service, you acknowledge you have read and agree to these terms.

1. The Service

The Service will offer protection against security threats including viruses, Trojans, spyware, adware and unwanted programs. It will also help protect you from harmful websites such as phishing websites or sites that might contain viruses. You do not need to download or install anything in order to use the Service, it is provided over the Safaricom Network.

2. Eligibility

This Service is open to all new and existing customers who have signed up for the Safaricom Home Fibre and Safaricom Home Fibre Plus in the selected ready areas (Fibre Zones).

3. Launch of Service

This Service will launch on **7th June 2019**.

4. Promotion at Launch

To welcome you to the Service, there will be a promotion for **ninety (90) days** from 0000Hrs **7th June 2019** to **2359hrs 3rd September 2019** where Safaricom will avail the Service to you at no cost for the first thirty (30) days during the promotional period. Thereafter you will be charged the fee provided for in clause 7 below.

5. How to Participate

- (a) You will access the Service when renewing or changing your plan by dialling *400#.
- (b) Select "**Manage subscription;**"
- (c) Select "**Select Option: Fibre or Fibre plus;**"
- (d) Select "**Select Option: Existing account;**"
- (e) Select "**Select Option: Renew or Change plan;**"
- (f) Select "**Select Option: Select account;**"
- (g) Select "**Select Option: Opt in and accept T&Cs;**"
- (h) Confirm the purchase and enter your M-Pesa pin.
- (i) You will be subscribed to the SecureNet Service.

6. Summary of the Service

The Service allows you to manage your Home Internet usage with the below controls:

- i. Antivirus
- ii. Anti-phishing
- iii. Antispam
- iv. Content Filtering also referred to as parental control.
 - Blocking URLs, keywords, categories, unsafe files
 - Set up quiet time: Timer or a scheduler
- v. Check reports

7. Price of the Service

The monthly fee for the Service is **Kshs. 200.00**.

8. Limitation of the Service

- a. You are responsible for the cost of your device and connection. Safaricom may modify system requirements for the Service at any time.
- b. Safaricom is not legally responsible for the operation of your device or any of the devices running on your Safaricom Home fibre that are used to access the Service. For the Service to work, your device (s) must be switched on and you must be connected to the Safaricom Home Fibre network.
- c. The Service does not backup your data, for example photos or contacts.

9. Warranty

- a. The use of the Service is subject to the use and availability of Safaricom Home Fibre connection.
- b. The Service is provided 'as is' and as far as we are able to under the law we exclude all representations, warranties, conditions and other terms not expressly stated in these terms, including any implied warranties or conditions as to non-infringement of third party rights and fitness for a particular purpose in relation to your use of the Service and related software.
- c. While we monitor the Service, and will aim to fix all bugs and errors with the Service that we are aware of, we do not warrant that your use of the Service will be error-free, uninterrupted, available at all times, or that it will protect against all possible security threats.

10. General terms of the Service

- (a) Safaricom grants you a personal non-exclusive, non-transferrable licence to operate the Service, related software via your connection to the Safaricom Network. Safaricom and its licensors own all intellectual property rights in the Service, related software and you will not have any right, title or interest in these apart from the right to use them in accordance with these terms.
- (b) The Service is for your personal, non-commercial use only, to be used on your connection. You may only use the Service for one connection; any additional connections will require an additional setup or registration.

11. Other terms

- (a) You can find answers to commonly asked questions about the Service by visiting our FAQ section on www.safaricom.co.ke.

12. 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) 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.
