



Terms & Conditions of Service

General terms governing BBnet Internet and related services

1. Introduction

These Terms & Conditions govern Internet connectivity and related services provided by BBnet Communications ("BBnet", "we", "us" or "our") to customers ("Customer", "you" or "your"). By applying for, activating or using a BBnet service, you acknowledge these terms together with the applicable package, tariff, service order and any additional terms communicated for the service.

2. Service Availability

Service availability is subject to network coverage, technical feasibility, infrastructure availability, site conditions and applicable regulatory requirements. BBnet may conduct a technical assessment before installation or upgrade.

3. Installation & Equipment

Installation charges and equipment requirements will be communicated before installation. Unless otherwise agreed in writing, customer-premises equipment supplied by BBnet remains subject to the ownership and maintenance terms stated in the applicable service agreement. Customers must not tamper with, relocate, modify or misuse BBnet-owned equipment.

4. Fees, Billing & Payment

Customers are responsible for applicable installation charges, recurring subscription fees, equipment charges and other disclosed service charges. Payments should be made using BBnet's officially published payment channels (M-Pesa PayBill 4155931). Customers should retain payment confirmations and report discrepancies promptly.

5. Suspension & Reconnection

BBnet may suspend or restrict service where an account is overdue, where there is suspected misuse or security risk, where unlawful activity is suspected, or where suspension is otherwise permitted by the applicable agreement or law. Reconnection may be subject to outstanding balances and applicable charges.

6. Acceptable Use

Customers must use BBnet services lawfully and responsibly. Customers must not use the service to facilitate fraud, unauthorised access, malware distribution, attacks against other systems, unlawful content distribution, abuse of network resources, or other activities prohibited by Kenyan law or BBnet's applicable Acceptable Use Policy.

7. Network Performance & Maintenance

BBnet works to provide reliable service, but performance may be affected by maintenance, equipment faults, power interruptions, upstream connectivity, third-party infrastructure, weather, physical damage, congestion or events beyond BBnet's reasonable control. Planned or emergency maintenance may temporarily affect service.



8. Customer Responsibilities

Customers are responsible for providing safe access to premises where installation or maintenance is required, protecting customer equipment from misuse, and providing accurate contact and service information. Customers should promptly report faults through BBnet's official support channels.

9. Privacy & Personal Data

BBnet processes personal information in accordance with its Privacy Statement (www.bbnetcommunications.co.ke/legal/privacy/) and applicable Kenyan data-protection law. Customers may exercise applicable data-subject rights through BBnet's designated privacy/contact channel.

10. Complaints & Disputes

Customers should first raise service complaints with BBnet through the published customer-care channels so that the matter can be investigated and resolved. Nothing in these terms removes rights or remedies available under applicable Kenyan law or regulatory requirements.

11. Changes to Services or Terms

BBnet may update services, packages, tariffs, technical arrangements or these terms where permitted by law and applicable regulatory requirements. Material customer-facing changes will be communicated through appropriate channels.

12. Termination

A customer may request termination subject to the applicable service agreement, outstanding balances, equipment return requirements and any lawful notice or charges. BBnet may terminate or suspend services where permitted by the agreement or law.

13. Governing Framework

These terms are intended to operate within the laws and regulatory framework applicable to telecommunications and data protection in Kenya, including requirements administered by the Communications Authority of Kenya and the Office of the Data Protection Commissioner where applicable.

14. Contact

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Support

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