

Home data bundles Terms & Conditions

1. The home plans are data only packs. All other services are charged as shown below:
 - Making calls to Telkom and other networks is charged at Ksh 4 per minute
 - Sending SMS to Telkom and other Networks is charged at Ksh. 1 per SMS
 - Calls and SMS to International are charged as per the published rates on (<http://www.telkom.co.ke/en/international-calling-rates/>)
2. Once the data bundle allocation is exhausted, browsing will be charged at out of bundle rate – Ksh 2/MB
3. Home plan bundles can be purchased on:
 - Dial *222# from a mobile device
 - Visit <https://selfcare.telkom.co.ke>
 - Visit a Telkom retail shop or call Telkom customer care on 100
4. The home plan bundles are only available to customers using any number on the home data bundles profile
5. Home plan bundles do not carry over, and benefits cannot be transferred from one customer to another.
6. This offer is available to all existing Telkom customers on the home plan profile.
7. Customers are not eligible to subscribe to all mobile offers including prepaid roaming
8. Prepaid prices include VAT
9. Acceptable use policy will also apply where Telkom deems a subscriber to be abusing the service and throttling may be implemented across all traffic types in times where the network is under strain and with the express aim of providing a quality service across the network for all users
10. Telkom shall inform customers who conduct activity on the network affecting broadband performance. Once usage is indicated as being dangerously high, Telkom reserves the right to suspend the relevant customer's usage within 24 (twenty four) hours of usage having reached such levels.
11. All data traffic on the unlimited plan that directs toward specific Peer-to-Peer sites or uses torrent applications may be throttled to 256 kbps upload and 256 kbps download.
12. Telkom shall not refund customers for erroneous purchases of bundles; customers are requested to select the bundles they wish to purchase carefully before effecting the actual purchase.
13. All home plan bundles may only be used for private and personal use and cannot be used for commercial purposes. These offers are only applicable for person-to-person usage and the SIM shall not be used for purposes of least cost routing, server hosting, Internet cafés, Wi-Fi hotspots, international bypasses, payphones or call centres. Failure to adhere to these conditions shall be a breach of these product terms and conditions and Telkom shall have the right to immediately suspend the services.
14. A subscriber may not provide network services from their account (for example, you may not use your account to operate as an FTP server).
15. Telkom reserves the right at any time to terminate the offers without prior notification when any fraudulent activity is suspected

16. Telkom will place any amended terms and conditions on Telkom's website at the following URL: <http://www.telkom.co.ke>; after which it will be deemed incorporated into the Agreement and bind the Customer from the date that the amendment was listed on the abovementioned site.
17. Subscription to Telkom's home data bundles is subject to the LTE network coverage and network availability within the selected LTE base stations
18. The Unlimited monthly data bundle operates on shared radio resources and Telkom reserves the right to apply restrictions on an uncapped account if a customer's behaviour is determined to be affecting the user experience of other customers on Telkom's mobile broadband network. Such restrictions include, but are not limited to, throttling a customer's throughput speeds to an appropriate proportion of the actual port speed and / or shaping a customer's bandwidth to limit the use of bandwidth intensive protocols and applications.