

JOJO CONNECT Merchant and Leased Account Agreement

Version: 2.0

Effective date: September 2026

Last updated: September 2026

This agreement applies where an organisation uses JOJO CONNECT as a leased-account customer, merchant or managed operator. It supplements the JOJO CONNECT Terms of Service and any signed commercial order.

1. Platform access

JOJO Technologies provides the agreed platform capabilities, including the relevant combination of workspace access, captive portals, packages, vouchers, payment workflows, router onboarding, reporting, support and automation. Features can differ by plan, site and approved configuration.

2. Merchant responsibilities

The merchant is responsible for its locations, package pricing, public-facing information, authorised team members, customer communications, lawful marketing, settlement-destination accuracy, tax and regulatory obligations, and the accuracy of data it enters. The merchant must promptly remove access for former staff and protect its account credentials.

3. Payment destinations and settlements

Where merchant-owned provider credentials are used, the merchant's payment provider settles according to its merchant-provider arrangement. JOJO Technologies may maintain platform records, reconciliation information and applicable service fees, but does not hold merchant customer funds merely by operating the platform. Any future JOJO-initiated payout must be separately enabled, auditable and subject to destination verification.

4. Suspension and billing

Subscription, trial and billing terms are shown in the applicable commercial arrangement or workspace. JOJO Technologies may restrict workspace functions or suspend service where payment is overdue, a security risk exists, a law requires it, or use breaches the applicable agreement. Reasonable notice will be provided where practicable.

5. Support and cooperation

The merchant will provide timely, accurate information needed to investigate a support issue, including non-sensitive transaction references, location, affected router and observed result. JOJO Technologies may require verification before disclosing customer, payment, session or router records.

6. Ending the arrangement

Either party may end the arrangement as stated in the commercial order or, if none is stated, by reasonable written notice. On termination, the merchant remains responsible for accrued charges and must export or request permitted data before the applicable retention period ends. Legal, security, payment, confidentiality and data-protection duties survive where they must.

7. Contact

Commercial and leased-account enquiries: info@jojotech.co.ke. Operational support: support@jojotech.co.ke.
Legal notices: legal@jojotech.co.ke.