

JOJO CONNECT Service Support and Outage Policy

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This policy describes the operational support model for JOJO CONNECT. It does not create a guaranteed uptime or response-time commitment unless one is separately agreed in writing.

1. Support channels

Use the JOJO CONNECT workspace, the DOM support assistant, support@jojotech.co.ke, or +254 714 508 921 for help. Support requests are triaged by impact, affected users, payment or security risk, router availability and available evidence. A tracked ticket may be created for issues that require human follow-up.

2. What to provide

For faster help, provide the affected site or hotspot name, router name where known, device type, time of failure, observed message, package or voucher reference, and non-sensitive payment receipt. Do not share passwords, M-PESA PINs, OTPs, router private keys or full card information.

3. Monitoring and notifications

Where router monitoring is enabled, JOJO CONNECT may monitor secure heartbeats and notify authorised technical contacts when a router appears offline or misses configured check-ins. An alert indicates a condition requiring attention; it is not proof of the root cause.

4. Outages and maintenance

Internet service can be affected by ISP faults, power loss, damaged equipment, coverage, upstream DNS or routing failures, payment-provider outages, client-device issues, planned maintenance, emergency security work or force majeure. JOJO Technologies will use reasonable efforts to communicate material known incidents and restore service within the scope it controls.

4.1 Confirmed router-outage service-time recovery

Where JOJO CONNECT monitoring records a managed router as offline and later confirms its secure recovery, the platform may restore service time to sessions that were active on that same router when the outage began. Automatic recovery applies only after a confirmed outage of at least 20 minutes.

4.2 Credit limits and exclusions

Each recovery credit is limited to the confirmed outage duration. The combined outage-credit total for a session cannot exceed 80% of the original package duration and will never exceed the original package duration. Credits are not issued for another router, a new session started after the outage, a cancelled or manually blocked session, a payment reversal or refund, or an unconfirmed monitoring event. JOJO CONNECT retains an auditable record of the outage, eligibility, credit calculation and resulting expiry time.

4.3 Payments while a router is offline

Confirmed payments may be recorded while an affected router is offline. Their access activation remains queued until the router returns online; the package access clock starts only after the router accepts the activation. This does not guarantee recovery from an upstream internet, power or device fault outside JOJO CONNECT's control.

5. Escalation

If basic troubleshooting does not resolve an issue, support may request secure verification, logs, screenshots, a router heartbeat check or an authorised repair workflow. Customer and account-specific records are disclosed only to verified, authorised users.

6. Emergency and security events

JOJO Technologies may take immediate protective action when necessary to contain a security event, fraud risk or active network abuse. We will provide appropriate status information without exposing security controls or another person's data.