

# JOJO CONNECT Terms of Service

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These Terms of Service govern use of JOJO CONNECT, the managed connectivity platform operated by JOJO Technologies from Nairobi, Kenya. By creating an account, connecting through a JOJO CONNECT captive portal, buying or redeeming a package, using a voucher, integrating a router, or using related support services, you agree to these Terms.

## 1. The service

JOJO CONNECT supports captive portals, Wi-Fi packages, vouchers, payments, sessions, router operations and associated support. Available features, package prices, data allowances, speed limits, device limits, availability windows and site coverage can differ by router, business and location. The terms displayed at purchase or in the applicable workspace form part of the service arrangement.

## 2. Accounts, packages and access

You must provide accurate information, protect your device and account credentials, and use the service lawfully. Access packages are personal to the permitted device or session and may be limited by time, data, speed, device count and fair-use controls displayed at purchase. Do not share passwords, one-time codes, M-PESA PINs, vouchers or access credentials.

JOJO Technologies or the relevant leased-account operator may suspend, limit or terminate access where reasonably necessary to protect the network, comply with law, address fraud or abuse, perform emergency maintenance, or enforce a package or subscription term. Where practicable, material changes are notified through the platform or registered contact channel.

## 3. Acceptable use

You may not use the service for unlawful activity, fraud, credential theft, malware, service disruption, unauthorised network scanning, copyright infringement, impersonation, harassment, or attempts to bypass package limits or captive-portal controls. Support attachments are limited to approved safe formats and may be rejected, scanned, sanitised or quarantined. JOJO Technologies may preserve evidence and restrict abusive access where required for security, investigation or law.

## 4. Payments, vouchers and activation

Keep payment receipts. Do not make a second payment while a confirmed payment is being checked. A payment confirmation, voucher acceptance, session allocation or activation acknowledgement does not by itself prove that live internet traffic is available; upstream connectivity and router acknowledgement may also be required.

Payment status, duplicate charges, reversals, refunds and disputes are reviewed against authorised records and applicable provider rules. Refunds or adjustments are subject to verified transaction evidence, the responsible payment provider's rules and applicable law. Contact support promptly with the receipt and non-sensitive details; never send an M-PESA PIN or OTP.

## 5. Leased accounts and merchants

Leased-account customers remain responsible for their sites, customer communications, lawful marketing, package configuration, settlement-destination accuracy and staff access. Accounts must use named, role-scoped users. JOJO Technologies may provide the platform, support, router onboarding, automation and reporting as separately agreed.

Where a merchant uses merchant-owned payment-provider credentials, that merchant's provider settles to its configured destination under the merchant-provider relationship. JOJO Technologies records platform activity and applicable platform fees but does not hold merchant customer funds merely by operating the platform. Any future JOJO-initiated immediate payout must be separately enabled, auditable and subject to destination approval. No settlement is final until provider confirmation and platform reconciliation.

## **6. Routers and remote operations**

Integrated routers use an outbound signed agent that polls for authorised work. JOJO CONNECT does not create unsolicited inbound management exposure. Queued control actions are scoped to a router, time-limited, acknowledged, logged and recoverable. Router power-off is not offered unless a separately configured managed-power controller supports it.

The account owner remains responsible for physical power, ISP service, cabling, equipment safety and site access. Do not run a generic router setup command over a live configuration unless you are authorised and have confirmed the expected impact. Use the router-specific connection code, installer or repair path issued from the authorised JOJO CONNECT workspace.

## **7. Availability and support**

Internet availability depends on upstream providers, power, equipment, site conditions, client devices and third-party payment networks. JOJO Technologies uses reasonable efforts to monitor integrated routers and notify authorised contacts when secure heartbeats are missed. Scheduled maintenance, upstream outages, force majeure, fraud controls and emergency measures can affect service. No specific uptime commitment is created unless separately agreed in writing.

## **8. Changes, governing law and contact**

We may update these Terms when the service, law or security requirements change. The current version is published with its effective date. These Terms are governed by Kenyan law, subject to mandatory consumer protections.

Operational support: [support@jojotech.co.ke](mailto:support@jojotech.co.ke); corporate enquiries: [info@jojotech.co.ke](mailto:info@jojotech.co.ke); legal notices: [legal@jojotech.co.ke](mailto:legal@jojotech.co.ke); location: Nairobi, Kenya.