Fiber Terms and Conditions:

1.DEFINITIONS

a) "Yas" means Honora Tanzania Public Limited Company or as the context requires any of its subsidiaries from time to time.

b) "Customer" means the Customer name used in the onboarding process as provided in the customer information segment.

c) "Equipment" means any equipment provided by Yas and capable of providing fiber to home/office connectivity to as installed in the specified area including a router device

d) "System" means the mobile communications system operated by Yas.

e) "Service" means an installation and use of optical fiber to provide high-speed internet access to subscriber's home/premises and where internet packages are defined by customer's desired internet speed.

f) "Service Charge" means a monthly charge of subscribed which the Customer prior service.

g) "Connection" means the connection of the Device to the System.

2.ACCEPTANCE OF THE TERMS AND CONDITIONS

These terms and conditions shall commence on the date of connection of the service.

3.CONNECTION TO THE SYSTEM AND PROVISION OF THE SERVICES

Subject to these terms and conditions, Yas will:

a) Connect and maintain the connection of the equipment to the system; and

b) Use its reasonable endeavours to make services available to the Customer throughout the Term (as specified in Clause 5 below) unless terminated in accordance with Clause 8 or Clause 10 below or suspended in accordance with Clause 7 below.

4.PAYMENT

4.1 Before connection of the service to customer, Yas shall charge a plan activation fee, or any other charge as subscribed by the customer in the **Fiber to Home Service Subscription Agreement Form**.

4.2 Yas reserves the right to take any action it considers necessary to revise the plan subscription.

4.3 Charges for this service and all other charges will be in Tanzanian Shillings.

5. CUSTOMER ACKNOWLEDGEMENT

The customer acknowledges and agrees that:

a) The Services may from time to time be adversely affected by physical features such as buildings and underpasses as well as atmospheric conditions and other causes of interference,

b) Customer is personally liable for charges due to Yas under these terms and conditions,

c) Yas may, in compliance with a law disclose any information with respect to this service including Customer's account and use of the Equipment's connection,

d) Services are dependent on the tariff and system used by Yas.

e) If there will be any damage during the exercise, the expense of repair and the resulting loss or damage shall be borne by the Customer

f) Customer will at all times take reasonable care to safeguard his equipment, the identity of its ESN-electronic serial number (if applicable), and any associated PIN /Password security code used for the services and against damage or theft.

g) The Customer has a right, at his discretion to rescind a contract within a period of 10 days from the date of acceptance. In such instance, the related equipment and devices will be removed, and the fee paid will be refunded if the customer was not connected and enjoying the service.

h) Customer will be required to adhere to the prepaid mode of payment (i.e. pay before receiving the service)

i) All tariffs/offers available in this service are expected to remain fixed. However, in case of changes, the customer will be notified prior to the changes on the menu or tariffs.

j) Yas will be at liberty to terminate this service if the Customer will be inactive in utilizing the service for sixty (60) days.

k) The customer has provided recommendations on the best locations for the device's installation, including the wiring and installation of fibre connection cables and if there is any damage during the exercise, the expense of repair and the resulting loss shall be borne by the Customer.

l) The customer has been informed of the fibre connection service which is the purpose for which information has and will be collected on and under this Agreement.

m) The customer has provided consent to Honora Tanzania PLC to call his/her mobile number via Call centre number 100 during weekend and public holiday for all issues or information regarding Yas fiber service.

6.USE OF THE SERVICES VIA THE SUBSCRIBER APPARATUS

Customers should be aware that the current statutory provisions relating to telecommunication services apply to the use of the Services via the Equipment. In addition, the Customer must:

a) not use or allow others to use the Services for any improper, immoral, or unlawful purpose,

b) comply with any reasonable instructions issued by Yas which concern Customer's use of the Services, Equipment or connected matters and

c) provide Yas with all such necessary information that Yas may reasonably require.

d) not share the service access cable extensions or any other equipment extension, Wi-Fi access provision and sharing out of intended house/premises connected with services.

7.SUSPENSIONS OR DISCONNECTION

Yas may from time to time with prior notice suspend the service in any of the following circumstances and during any period of suspension or disconnection, as below:

a) during any technical failure, modification, or maintenance of the System provided that Yas will use its reasonable endeavours to procure the resumption of the Service as soon as reasonably practicable: or
b) understandings or prior agreements, oral or written, and representations or other communications between the parties howsoever that notwithstanding the provisions of this clause, all rights accruing to Yas against the Customer shall be enforceable.

c) if Customer fails to comply with any of these terms. and conditions until the breach (if capable of remedy) is remedied, or does, or allows to be done, anything which in Yas's opinion may have the effect of jeopardizing the operation of the Services and
d) if any misrepresentation should have been made by Customer to Yas.

8. TERMINATION

a) Without prejudice to any other claims or remedies which Yas may have against Customer, Yas may without incurring any liability to Customer by notice terminate these terms and conditions immediately in any of the following circumstances:

i. There will be no utilization of service for more than 60 days
ii. if customers do or allow to be done anything which in the opinion of Yas will or may have the effect of jeopardizing the operation of the Services: or
iii. if there is any breach of these terms
iv. upon written instruction by the customer or Yas without cause

b) Upon termination of these terms and conditions, Yas shall remove the Equipment. Any damaged equipment of the Customer shall amount to Yas being indemnified by Customer to the amount equivalent to the equipment.

9. ASSIGNMENT

These terms and conditions are restricted to the Customer and may not be assigned to anyone else without consent. Yas may at any time assign these terms and conditions to any of its Subsidiaries/affiliates or company.

10. EXCUSABLE EVENT

Yas will not be liable to Customer for any breach of these terms and conditions or failure on Yas's part to perform any obligation as a result of technical problems relating to the System, termination of any license to operate or use the System, Government Control, restrictions or prohibitions or any other Government act or omission whether local or national, act of default of any supplier, agent or subcontractor, industrial disputes of any kind or other similar or dissimilar cause beyond the control of Yas.

11. VARIATION OF CHARGES AND TERMS

Yas reserves the right to vary the charges, and these terms and conditions as a direct result of new legislation, statutory instructions, Government regulations, or licenses amendment to the standard terms and conditions to the system to which Customer has been connected or similar events provided that such variations shall be limited to the extent necessary for these purposes. Yas will notify a customer of any such variation by publishing such variation through Yas's official channels of communication.

12. MISCELLANEOUS

i. Customer agrees that these terms and conditions are the complete and exclusive statement of the agreement between the parties which supersedes all
ii. These terms and conditions shall be governed, construed, and shall take effect in the United Republic of Tanzania in accordance with the said laws and shall be subject to the jurisdiction of the Tanzanian Courts. Any dispute is subject to an amicable settlement between parties' failure to that the parties may submit to the Courts with competent jurisdiction.
iii. Any delay in or failure by either Party in performance of this Agreement shall not be a breach of this Agreement and the relevant obligations of the affected Party shall be suspended for the duration of the delay or failure to

the extent such delay or failure is caused by occurrences beyond the reasonable control of the affected Party including, but not limited to, decrees or restraints of Government, acts of God, war or sabotage (each being a “Force Majeure Event”). Notwithstanding the foregoing, if, due to a Force Majeure Event, the affected Party is unable to perform any or all of its obligations here under, then the affected Party shall notify the other Party of the Force Majeure Event. Should the Force Majeure Event fail to be resolved in Fourteen (14) days, then parties may terminate the Agreement.

iv. The Customer shall indemnify and keep Honora Tanzania Public Limited Company indemnified against any damage; loss caused to the Customer in connection with

By signing these terms and conditions, I have read and understand the terms and conditions stated above are legally binding, and by completing these terms, I agree to subscribe to Honora Tanzania Public Limited Company's Fibre Connection with full understanding that fibre connection during the service.