



# MTN HOME – TERMS AND CONDITIONS

## 1. Purpose

These Terms and Conditions define the terms and conditions under which MTN Cameroon (MTN), a public limited company with Board of Directors, whose registered office is located at 360 Rue Drout, Douala, provides the MTN Home offer (the Offer) to its customers.

## 2. Product

The MTN Home offer is intended for home internet connection not only for families, but also for SMEs through the Pro No Limit package. Access to MTN Home is provided through subscription to MTN Home bundles.

Subscribing to MTN Home bundles entitles customers to an MTN Home kit consisting of an MTN Home Box, possibly a connection cable and charger, and an initial 30-day internet bundle.

MTN Home Boxes come with a six (6) month warranty from the date of activation of the Service. The Service allows up to 32 people to connect, depending on the MTN Box model chosen by the customer.

## 3. Subscription - Activation

Access to MTN Home is open to any individual or legal entity who subscribes to the offer at MTN Cameroon points of sale.

Subscription is subject to customer identification in accordance with the regulations in force, as well as the provision of a home location plan for individual customers and official administrative documents for SMEs (Pro No Limit).

The MTN Home offer is activated within 24 working hours after the customer has paid all related fees.

The customer can subscribe to any bundle once the previous one has been consumed following the procedure described in Article 8 below.

## 4. Features

The MTN Home offer is a limited mobility offer, valid only at the exact address chosen by the customer when subscribing, and only within the national territory. If the customer wishes to change their initial address, they must:

- Visit an MTN store to make the request; this change is possible only once.
- For any subsequent address changes, the customer will have to pay 5,000 FCFA (**Note:** Each time they change their address, they will have to pay 5,000 FCFA at the store.)



## 5. Duration

The MTN Home offer is subscribed to, for a fixed period from the date of activation.

The customer benefits from the internet connection until the subscribed bundle is used up. After that, they must subscribe to a new bundle to continue benefiting the Service.

## 6. Pricing

The MTN Home offer is commercialised under different price plans depending on the packages chosen. Pricing details are displayed in MTN owned stores and available on the MTN Home website (<https://home.mtn.cm/nos-offres/>) and via the USSD code (\*202#).

MTN reserves the right to change pricing at any time, after notifying the Telecommunications Regulatory Board in accordance with the regulations in force. However, MTN will inform the customer of any price increase or change, 30 days before such modification takes effect. Customers who do not wish to be subjected under the new pricing will be free to exercise their termination right.

If the customer does not terminate the contract within the aforementioned 30-day period, the new rates will automatically apply.

Termination of the MTN Home service subscription does not automatically end the customer's subscription contract for access to the MTN network.

## 7. Changes to the offer

Without prejudice to Article 6 above, MTN Cameroon reserves the right, in view of its technical or management requirements, to modify the technical conditions of the MTN Home offer at any time or to discontinue the said Offer, with prior notification to the customer 48 hours in advance by any written means, without further formalities and without this giving rise to any right to compensation for the customer.

## 8. Billing and payments

Payments (prepaid) can be made either by airtime via MoMo (\*126#) or in cash at MTN Cameroon Service Centres.

The renewal of the subscription package is done at the customer's initiative, after the expiry of the previous bundle via the USSD code (\*202#) or via MoMo (\*126#).

## 9. Quality of service

All bundles provide unlimited Internet access, subject to force majeure and technical constraints that may affect service quality.



## 10. Box warranty

These Warranty Terms and Conditions ("Warranty") govern the use of equipment provided under the MTN Home Internet Service ("Service") by MTN Cameroon Ltd ("MTN").

- i. **Compliance with Documentation**

The Customer shall comply with all terms, conditions, and instructions set out in the user manuals and documentation provided at the time of purchase and/or installation. Failure to do so may result in the invalidation of this Warranty.
- ii. **Proof of Purchase and Authorized Channels**

This Warranty shall apply only to equipment purchased through MTN Cameroon Ltd agencies or duly authorized MTN partners, and upon presentation of valid proof of purchase (receipt or invoice).
- iii. **Proper Use of Service**

The Customer undertakes to use the Service and associated equipment strictly in accordance with its intended purpose, as designed and marketed by MTN.
- iv. **Safety and Electrical Protection**

The Customer shall ensure that the equipment is used in compliance with standard safety requirements, including but not limited to adequate electrical protection against surges, fluctuations, and improper power supply.
- v. **Non-Tampering and Fixed Usage**

The Customer shall not tamper with, alter, modify, or relocate the equipment without the prior written consent of MTN.  
MTN Home is a fixed-location service; therefore, the equipment must remain installed at the registered service address to ensure optimal performance.
- vi. **Authorized Repairs Only**

The equipment shall be opened, serviced, or repaired exclusively by MTN Cameroon Ltd or its authorized technicians. Any unauthorized intervention shall void this Warranty.
- vii. **Payment Obligations**

The Customer remains fully liable for the payment of all charges arising from the use of the Service in accordance with the MTN Home Service Agreement.
- viii. **Exclusions – Power and Environmental Factors**

This Warranty shall not apply to any damage resulting from power outages, voltage instability, electrical surges, or other external or natural factors beyond MTN's control.
- ix. **Condition and Proper Handling of Equipment**

The equipment must not show signs of physical damage, including but not limited to shocks, breakage, or exposure to moisture. The Warranty shall apply only where the



equipment has been used under normal conditions and strictly for its intended purpose. Use of non-original accessories shall void the Warranty.

x. **Scope of Warranty – Manufacturing Defects Only**

This Warranty is strictly limited to manufacturing defects, including but not limited to malfunctioning buttons, defective volume control, operating system faults, or discrepancies in declared storage capacity.

xi. **Non-Covered Issues**

The Warranty shall not cover:

- Inability to download or install applications;
- Any physical defects or damages existing at the time of purchase;
- Any performance issues not attributable to a manufacturing defect.
- Customer-Induced Damage

This Warranty shall not cover any damage caused by the Customer, including but not limited to scratches, cracks, liquid damage (water), sand, or the presence of any foreign objects within the equipment.

**General Provision**

MTN reserves the right to inspect the equipment and determine, at its sole discretion, whether the conditions for Warranty coverage have been met.

**11. Obligations and responsibilities of MTN Cameroon**

MTN Cameroon shall provide the necessary resources for the proper functioning of the MTN Home offer. In particular, it undertakes to activate the service in accordance with Article 3. It shall also take the necessary measures to ensure the continuity and quality of the service related to this offer.

MTN Cameroon provides its customers with an after-sales service for all service-related concerns, available by calling 8400, by email at MTNHome.CM@mtn.com or via WhatsApp at 680728787.

MTN Cameroon cannot be held liable:

- For any malfunction of the service resulting from misuse not reported to MTN by the customer, or from the customer's use of equipment not provided by MTN Cameroon (including, but not limited to, devices, terminals and software);
- For services provided by independent service providers that the customer may use. Any claims or legal action must be directed against said service providers;
- Misuse and/or malfunction of the internet network;
- Computer viruses transmitted via the internet or via online services, as MTN Cameroon has no control over the content, nature and/or characteristics of the data transmitted or likely to be transmitted in this context;
- The content and nature of information or other data transmitted via the internet, as well as the use made thereof;



- The reliability of data transmission, access times, or any restrictions on access to certain networks and/or services connected to the internet.

**12. Customer obligations and responsibilities**

The customer undertakes to:

- Use the MTN Cameroon network in accordance with the laws and regulations in force, in particular those relating to the use of the internet.
- Comply with these general terms and conditions of sale.
- Use compatible equipment.

**13. Termination of subscription**

Business customers (Pro NoLimit) may terminate their subscription subject to one (01) month notice by registered letter sent to MTN Cameroon's Customer Service.

All other MTN Home customers may terminate their subscription at any time by any written means addressed to MTN Cameroon's Customer Service department.

However, they will not be entitled to a full or partial refund of the subscription fee in the event of termination.

**14. Dispute resolution**

These specific terms and conditions are governed by Cameroonian law.

Any dispute arising from this prepaid contract must be addressed in writing to the CEO of MTN Cameroon, by any means that provides proof of delivery.

If the customer is not satisfied with MTN Cameroon's handling of their complaint, they may refer the matter to the Telecommunications Regulatory Board (TRB) by sending a letter to its Director General, in view of reaching a settlement.

After this attempt to reconcile, the parties shall sign a report of total, partial or no conciliation.

If the conciliation procedure before the TRB Dispute Resolution Committee fails, the complainant may, in accordance with the laws and regulations in force in Cameroon, bring the matter before the competent courts of Douala or Yaounde, to which the Parties attribute exclusive jurisdiction.

Done in -----, on -----

**The Customer**  
Name, first name and signature

**For MTN Cameroon**  
Name, first name and signature

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(\*) Signature

**Capacity:** -----

Signature and stamp.

(\*) Indicate the signatory's position and affix the company stamp for all subscriptions to the MTN Pro No Limit bundle.