



Important

These Terms & Conditions apply to NetFiber customer registration, installation, subscription, and customer-premises equipment. By completing registration and proceeding with service activation, the customer agrees to these terms.

- 1. Registration and service activation.** Registration does not by itself guarantee immediate service activation. Installation and activation are subject to NetFiber confirming service availability, technical feasibility, and the customer's selected service plan.
- 2. Lagos interest registration.** Where a customer registers through the Lagos interest-registration portal, the registration records the customer's interest only. No payment is required at the interest-registration stage. NetFiber will contact the customer when service deployment or installation becomes available in the customer's area.
- 3. Subscription plans and charges.** The customer is responsible for paying the applicable subscription charge for the selected plan. Current plan prices are communicated on NetFiber's registration and service channels and may be updated from time to time.
- 4. Free installation and equipment.** Where NetFiber offers free setup and equipment, the installation and equipment are provided subject to the customer's continued subscription and the ownership rules below.
 - All equipment supplied by NetFiber as part of the free installation remains the property of NetFiber during the customer's first 12 consecutive months of subscription.
 - The customer must keep the equipment reasonably safe and must not sell, transfer, dispose of, or intentionally damage NetFiber-owned equipment.
 - If the customer cancels or permanently stops the service within the first 12 months, NetFiber may retrieve the supplied equipment.
 - If the customer does not subscribe for three consecutive months, NetFiber may request and take possession of the supplied equipment.
 - Ownership of the supplied equipment transfers to the customer only after the customer has completed 12 consecutive months of subscription and has no outstanding equipment-return obligation.
- 5. Equipment warranty and repairs.** Equipment supplied by NetFiber carries a six-month warranty from the installation date for equipment faults covered by the warranty. After the first six months, where the supplied equipment develops a fault requiring repair, a repair charge of ₦23,000 applies. Payment of a repair charge does not transfer ownership of the equipment before the customer completes the required 12 consecutive months of subscription.
- 6. Customer-caused damage or loss.** The six-month equipment warranty does not cover loss, theft, deliberate damage, misuse, physical damage, unauthorised modification, or damage caused by unsuitable power conditions or other circumstances attributable to the customer. NetFiber may charge the customer for repair or replacement in such cases.

7. Installation access. The customer must provide safe and reasonable access to the premises for installation, inspection, maintenance, repair, recovery, or replacement of NetFiber equipment. The customer should ensure that the installation location and power arrangement are suitable for the equipment.

8. Service use. The service is for lawful use. The customer must not use the service or NetFiber equipment for unlawful activities, network abuse, interference with NetFiber infrastructure, or activities that violate applicable laws or regulations.

9. Service interruptions and maintenance. NetFiber will use reasonable efforts to provide a reliable fibre internet service. Service may occasionally be interrupted by maintenance, fibre cuts, power issues, upstream-network incidents, faults, force majeure events, or other circumstances outside NetFiber's reasonable control. NetFiber may carry out maintenance necessary to protect or improve the network.

10. Suspension and termination. NetFiber may suspend or terminate service where the customer's subscription has expired, where there is misuse of the service or equipment, where access required for equipment recovery is refused, or where continued service would breach applicable law or network-security requirements.

11. Customer information and KYC. The customer confirms that information supplied during registration is accurate. NetFiber may use registration and KYC information for customer verification, account creation, installation, service support, billing, fraud prevention, and other purposes reasonably connected with providing the service, subject to applicable data-protection requirements.

12. Contact details. The customer should keep telephone, email, and installation-address information up to date so that NetFiber can provide service notices, installation updates, support communication, and account-related information.

13. Changes to these terms. NetFiber may update these Terms & Conditions where necessary to reflect changes to its service, equipment policy, pricing structure, operational requirements, or applicable law. Material changes will be communicated through appropriate customer channels.

14. Acceptance. By submitting a NetFiber registration, accepting installation, or continuing to use the service after activation, the customer confirms acceptance of the applicable Terms & Conditions.

Customer Support

NetFiber • netfiber.ng • 07066604009