

# Home BroadBand FAQs

**Q1: How can a customer enroll in Airtel Home Unlimited (SmartBox 5G) plans?**

**A:**

Customers can enroll in Home Unlimited plans via three main ways:

- **Visit an Airtel shop or partner shop** – find the nearest via [this link](#) or dial \*100#.
- **Contact the Direct Sales Representative** listed on the flyer.
- **Order online** via the Airtel website at <https://bit.ly/3MrgC1o> and click “Buy Now”.

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**Q2: A customer asked, “Is the 5G SmartBox router free?”**

**A:**

Yes, the **device (router) is free**, but customers must pay a **one-time connection fee of KES 2,000**.

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**Q3: What Home Unlimited Data Plans are available?**

**A:**

Plan Name	Price (KES)	Validity (Days)
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Unlimited 15Mbps	2,999	30
Unlimited 40Mbps	4,999	30
Unlimited 15Mbps	8,100	90
Unlimited 40Mbps	13,499	90
Unlimited 15Mbps	14,999	180
Unlimited 40Mbps	24,999	180

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**Q4: How do customers purchase or renew their Home Unlimited data plans?**

**A:**

They can buy or renew using any of these 3 methods:

- **My Airtel App** → Tap **Smart Connect** → Buy Bundles
  - *\*Dial 400#* → Choose preferred 5G Unlimited Plan
  - **Airtel Website:** [airtelkenya.com/data-bundle](https://airtelkenya.com/data-bundle)
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**Q5: A customer complains their internet speed has slowed down. Is there a Fair Usage Policy (FUP)?**

**A:**

Yes. The **Home Unlimited plans** have a **monthly FUP cap**, after which speeds may reduce.

Here are the limits:

<b>Plan</b>	<b>Price (KE S)</b>	<b>Validity (Days )</b>	<b>Monthly FUP (GB)</b>
Unlimited 15Mbps	2,999	30	750
Unlimited 40Mbps	4,999	30	1500
Unlimited 15Mbps	8,100	90	750

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**Q6: What should I do if a customer says they reached the FUP limit too quickly?**

**A:**

- Confirm if the user is on a **15Mbps or 40Mbps** plan.
- Explain the **monthly GB limits** (750GB or 1500GB).
- Suggest they monitor connected devices and usage patterns.
- They may also consider switching to a higher Mbps plan or adjusting streaming/download habits.

Q7: How will I know I am due to renew my plan?

A: You will receive an SMS notification on your alternative mobile number once the current plan expires.

Q8: Will the 5G Smart Connect Router work if I am not in a 5G coverage area?

A: Yes. The router works in both 4G and 5G areas.

Q9: Can I buy Airtel's Home Unlimited plans for my phone?

A\* No. These plans are only available for the 5G Smart Connect Router.

Q10: How do I contact Airtel for support?

A: • Call 400 from your Airtel line or 0733 100 400 from any other network  
• Visit any Airtel Shop (dial \*100# to locate one)  
• Email: Homebroadband@ke.airtel.com