



Terms and conditions

Last updated: 5 October 2026

These terms (also called our terms of service) apply when you use our services: a Starlink installation, support after installation, or our community WiFi. By accepting a quote, paying a deposit or buying a WiFi bundle, you agree to them.

In these terms, "we" and "us" mean UnlimitedNet Ghana (business registration CS277071225), whose principal place of business is at Dungu, JS Royal, Tamale, Northern Region (digital address NT-0341-4797). "You" means the customer.

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1. Quotes

We give you a written quote after a site visit. The price depends on the Starlink kit, your site and how far the local network needs to reach. A quote is valid for the period stated on it. Equipment prices and exchange rates can change, so if the quote has expired we may need to update it before we start.

If the work turns out to need more than the quote covers, for example a longer cable run or extra access points, we will tell you and agree the extra cost with you before doing it.

2. Payment for installations

- You pay a deposit, as stated on your quote, before we source the equipment. We start sourcing once the deposit is received.
- You pay the balance when the installation is complete and the connection is working.
- The equipment stays our property until it has been paid for in full.
- Once we have bought equipment for your installation with your deposit, the deposit cannot be refunded if you cancel. If you cancel before we have bought anything, we refund the deposit.

Before we install, please make sure that:

- you own the property or have the owner's permission for us to mount equipment and run cables;
- we can safely get to the roof or mounting point, and to the rooms that need coverage;
- there is a working power supply where the router will go.

3. Installation

We aim to complete installations within 48 hours, from sourcing the equipment to finishing the job. Delays can happen because of equipment availability, weather, site access or other things outside our control. We will keep you informed if your installation is delayed.

Starlink needs a clear view of the sky. During the site visit we check for obstructions and choose the best position for the dish. If trees, buildings or other obstructions appear later, the connection may get worse; we can move the dish for you at an agreed cost.

4. Your Starlink kit and subscription

- Once paid for in full, the Starlink kit belongs to you.
- The Starlink account is in your name and you pay the monthly Starlink subscription directly to Starlink. We are not responsible for Starlink's prices, plans, service availability or account decisions.
- Starlink hardware is covered by the manufacturer's own warranty, under Starlink's terms. We can help you make a claim.
- UnlimitedNet Ghana is an independent company. Starlink is a trademark of Space Exploration Technologies Corp.

5. Workmanship warranty

We guarantee our installation work for the period stated on your quote or invoice. If a fault is caused by how we installed the equipment, for example a loose mount, a badly fitted connector or wrongly configured equipment, we will fix it at no charge during that period.

The workmanship warranty does not cover:

- damage from lightning, power surges, storms, fire, flooding or accidents;
- damage or changes made by you or anyone other than us, including moving the dish or equipment;
- faults in the Starlink hardware itself, which fall under the manufacturer's warranty;
- outages or slow speeds on the Starlink service;
- theft or loss of equipment.

6. Support after installation

After installation we can help with fault finding, repairs, maintenance and extending your network. Help and advice by phone and WhatsApp is free. Site visits and work that are not covered by the workmanship warranty are charged at a price we agree with you first.

7. Community WiFi

These terms apply when you buy an internet bundle on one of our community WiFi networks.

- The price, validity period, data allowance and any speed or time limits of each bundle are shown before you pay.
- A bundle ends when its time runs out or its data is used up, whichever comes first. Unused time or data does not carry over and cannot be exchanged for cash.
- If you buy the same bundle again while it is still active, the new purchase is added to your current bundle. If you buy a different bundle, it starts when your current one ends.
- Online payments are processed by our payment provider, Paystack. We do not see or store your card or mobile money PIN.
- Keep your login details private. You are responsible for use of your bundle by anyone you share them with.

Refunds

Bundles cannot be refunded once they are active. If you paid but your bundle was not activated, contact us with your phone number and the payment reference. Once we confirm the payment, we will activate your bundle or refund you.

Speed and availability

Community WiFi is a shared connection. Speeds depend on how many people are online, how far you are from the access point and the weather, so we cannot guarantee a particular speed. The service may be interrupted by power cuts, very heavy rain, Starlink outages or maintenance. If our network is down for a long time, we may extend affected bundles at our discretion.

8. Acceptable use

You must not use our services or networks to:

- break the laws of Ghana, including the Electronic Transactions Act and the Cybersecurity Act;
- access, share or store illegal content;
- hack, attack or interfere with other users, our network or other networks;
- send spam or carry out fraud;
- resell or redistribute a community WiFi connection without our written agreement.

We may suspend or end access for anyone who breaks these rules, without a refund.

9. Service limits and liability

We work hard to keep you connected, but satellite internet depends on things we do not control, such as the Starlink service, weather and the power supply. We do not promise that any connection will be uninterrupted or free of faults.

As far as the law allows, we are not liable for indirect losses such as lost business, lost income or lost data caused by a slow or interrupted connection. Our total liability for any claim is limited to the amount you paid us for the service the claim relates to.

Nothing in these terms takes away rights you have under Ghanaian law that cannot be excluded.

10. Your information

We collect only the information we need to provide our services. We do not sell your information. Our privacy policy explains what we collect, how we use and protect it, and your rights.

11. Changes, disputes and governing law

We may update these terms from time to time. The date at the top shows when they last changed. Changes do not affect work you have already paid for.

If you have a complaint, please contact us first and we will try to resolve it quickly. These terms are governed by the laws of the Republic of Ghana, and any dispute will be handled by the courts of Ghana.

12. Contact us

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