

Specific Terms and Conditions

Mother's Day Promo

Promo Duration:

- i. Broadband & Fixed: 12th May 2025 to 26th May 2025 (15 Days)
- ii. TV: 12th May 2025 to 03rd June 2025 (23 Days)

Eligibility: Residential customers only

1.0 Acceptance

These promotional terms and conditions must be read in conjunction with the applicable my.t service terms and conditions available at www.myt.mu. By subscribing to this promotion, customers acknowledge that they have read, understood and agreed to be bound by both these promotional terms and the applicable my.t service terms and conditions.

Failure to review the applicable terms shall not exempt the customer from being bound by such terms.

2.0 Definitions

For the purpose of these Terms and Conditions:

New customer ("You" or "Your"): means any person who has not subscribed to my.t Fixed Line, Broadband only, or my.t home services.

Existing subscriber ("You" or "Your"): means any current residential customer with an active my.t service subscription.

Standard monthly rate: refers to the regular charges applicable to the selected package as published at www.myt.mu.

Promotional period: means the duration specified above.

Activation date: means the date on which the subscribed service becomes operational.

3.0 Who can Benefit?

This promotion is open to:

3.1 **New customers** subscribing to my.t Fixed Line, Broadband only, or my.t home (TV + Broadband) services.

3.2 **Existing my.t subscribers** upgrading to a higher broadband speed (50 Mbps and above) or adding TV, as further described below.

4.0 Fixed Line Offer (New Customers Only)

- Monthly rental of Rs 90 is free for the first 2 months from the activation date.
- Installation fee of Rs 1,500 (VAT incl.) is applicable and must be paid at time of subscription.
- After the 2-month promotional period, the standard monthly rate shall automatically apply.

5.0 Broadband and TV – New Customers

If you are a new customer subscribing to:

(a) my.t Broadband only (50 Mbps or more), or

(b) TV + Broadband bundle (50 Mbps or more), you will benefit from:

- First 2 months free (you do not pay any rental for those 2 months) starting from the activation date
- Free installation (Rs 1,500 VAT incl.)
- 1-month FREE access to all linear channels in the 'All my.t TV' pack (for my.t tv +broadband bundles only). For the avoidance of doubt, this does not include SVOD streaming services such as DStv Stream.
- After the 2 free months, the standard monthly rate of your selected package shall apply automatically without prior notice.

6.0 Upgrade Offers – Existing my.t Subscribers

If you are an existing subscriber upgrading to a faster broadband plan or adding TV:

- You will continue to pay your current monthly rental for 2 months, even after upgrade.
- You get free installation (Rs 1,500 VAT incl.)

- If you are upgrading for existing broadband + tv offers, you also get 1 month FREE access to all linear channels in the 'All my.t TV' pack. For the avoidance of doubt, this does not include SVOD streaming services such as DStv Stream.
- After 2 months, the new package's standard rate shall apply automatically without prior notice.

Example: If you are currently subscribed to 50 Mbps broadband at Rs 1,200/month, and you upgrade to 100 Mbps (normally Rs 1,500/month), you will still pay Rs 1,200/month for 2 months and then start paying the standard monthly rate (Rs 1,500) from the third month onward.

7.0 Dual Room and ALO Offers

If you subscribe to my.t Dual Room or ALO offers during the promo period:

- Installation is free
- First 2 months of subscription are free starting from the activation date.

8.0 Add-On TV Packs and Streaming Offers (Optional Services)

8.1 These specific promotional offers apply to optional services subscribed to during the Mother's Day Promotion 2025. Customers may choose to add these to their existing or new my.t subscription.

8.2 Customers (new or existing) subscribing to any of the following optional TV packs or streaming service during the promotional period will benefit from promotional free rental as follows:

i. Premium TV Packs:

- Bollywood Pack
- Bollywood Mega Pack
- Sony Pack
- Ciné & Séries Pack
- Cine+ OCS Pack
- Entertainment Pack

You will benefit from:

- a. Free rental for the first three (3) months from the activation date of the selected pack

- b. After the 3-month promotional period, the applicable standard monthly rate shall automatically apply without prior notice.

ii. Sony LIV Streaming Service (on fixed line):

- a. You will benefit from one (1) month free rental from the activation date
- b. After the 1-month promotional period, the applicable standard monthly rate shall apply automatically without prior notice.

Note: These offers apply only to new activations of the above packs or streaming service made during the promotional period. Existing subscriptions to these above-listed packs do not qualify for the promotion.

9.0 Early Termination

If a customer terminates any service during the promotional period, he/she may be liable for any monthly charges waived as part of this promotion.

10.0 Applicable Terms and Conditions

10.1 These promotional terms shall be read in conjunction with the applicable service terms and conditions.

10.2 All services offered under this promotion remain subject to:

10.2.1 my.t Fixed Line Terms & Conditions

10.2.2 my.t Broadband Terms & Conditions

10.2.3 my.t Home (TV + Broadband) Terms & Conditions

10.2.4 ALO offers terms and conditions

10.2.5 Terms and Conditions governing the offer for “Sony LIV” for my.t home subscribers

These can be accessed at: www.myt.mu

11.0 Additional Terms

11.1 Offers apply only to subscriptions or upgrades completed during the promotional period.

Telecom Tower, Edith Cavell Street, Port Louis – Mauritius

Call FREE: 8902, Email: contact@telecom.mu

Website: www.myt.mu

11.2 Promotional benefits cannot be transferred, redeemed for cash, or combined with other promotions unless expressly stated.

11.3 After the promotional period ends, standard my.t charges shall apply for all services.

11.4 Mauritius Telecom reserves the right to verify eligibility of all participants and reject applications that do not comply with these terms

11.5 Mauritius Telecom reserves the right to change, suspend, or cancel this promotion at any time without prior notice or liability. No compensation shall be payable in such cases.

11.6 Any changes to this promotion will be communicated via the Mauritius Telecom website.

11.7 These terms shall be governed by and construed in accordance with the laws of Mauritius.

11.8 In the event of any discrepancy between these promotional terms and any marketing or advertising material (including social media posts, flyers, or banners), the terms stated here shall prevail. In case of dispute, the decision of Mauritius Telecom shall be final and binding.

12.0 Contact Information

- i. For any inquiries regarding this promotion, customers may contact Mauritius Telecom Customer Service at 8902 or via email at contact@myt.mu.
- ii. For more information, please visit my.t website (www.myt.mu)

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