

# MOBILE INTERNET

## Terms and Conditions



### 1. Mobile Internet

- 1.1. The Mobile Internet service allows you to access the Internet, to upload and download files to and from global internet.
- 1.2. Access to the Mobile Internet shall be governed by the specific terms and conditions for mobile internet (which can be viewed on [www.myt.mu/mobile](http://www.myt.mu/mobile)) which forms part of this Agreement.
- 1.3. Access to the Mobile Internet service does not require preregistration. The Mobile Internet service is available by default provided the Customer has a compatible mobile handset.
- 1.4. In order to de-activate the Mobile Internet service, the Customer shall have to call at any of our offices or contacts us on 8900.
- 1.5. Mobile Internet service charges will continue to apply if you do not request for deactivation and you continue to access the Mobile Internet service.

### 2. Provision of Mobile Internet Packages

#### 2.1. Prepay:

To subscribe to The Offer, you can send an SMS to a short code or visit a Telecom Shop. You will receive a confirmation message by SMS that the subscription has been accepted. Validity begins upon activation.

#### 2.2. Post Pay

You must visit a Telecom Shop or call 8900.

2.3. At the end of the Minimum Period the present Agreement shall be tacitly renewed for an equal period, unless Customer notifies Cellplus in writing one month prior to the expiration of the said Agreement.

2.4. In case of tacit renewal as per clause 2.3 above the Agreement shall be on the same terms and conditions, subject to any changes which Cellplus may bring thereto.

### 3. Mobile Internet Packages

3.1. For Prepay customers, the package will be automatically renewed depending on the mobile internet package of the customer. Prepay customers will receive a notification by SMS. The Customer will have the possibility to opt out by replying to the SMS.

- 3.2. In the event that a customer has an existing prepay mobile internet package and he buys another one, the new package will take effect immediately but package with the lowest validity will be used first.
- 3.3. In the event that a customer has an existing prepay mobile internet package and he buys a package with bonus data, the new package will take effect immediately but the package with the lowest validity will be used first.
- 3.4. The customer shall be notified by SMS at specific intervals of data consumption.
- 3.5. Any usage beyond the capped volume of data will be charged at the approved Pay As You Go tariff.
- 3.6. The customer is solely responsible for the usage of his/her prepay data package. The customer is required to switch off his mobile data every time he checks his data balance. If customer fails to do so, he will not get the exact value of his data usage.
- 3.7. If, in our reasonable opinion, you are abusing the service in any way, we may ask you to moderate your behaviour - and in extreme cases, we may limit the speed of, or block your access to, data services, or we may disconnect you.
- 3.8. All free units (SMS, Voice, Credit, and Data) have a specific validity.
- 3.9. The Offer is a best effort service and no guarantee will be made regarding the speed of access.
- 3.10. If the customer has stopped package or has not renewed package, any unused parts of the bundle during the subscription period will not rollover.
- 3.11. Cellplus reserves the right to amend or vary these terms or to withdraw The Offer at any time on reasonable notice.
- 3.12. In the event that your account is terminated for any reason, including but not limited to non-payment, Cellplus reserves the right to refuse reconnection to the Offer.
- 3.13. The Offer is subject to the applicable General Terms and Conditions which should be viewed at [www.myt.mu/mobile](http://www.myt.mu/mobile). In the event of inconsistency between these terms and the General Terms, the General Terms shall apply.