



Bill by Email

Terms and Conditions

1.0 Incorporation by reference

These terms and conditions (hereinafter referred to as “Terms”) shall apply in addition to the Fixed Line General Terms and Conditions and any specific terms and conditions of the corresponding services (hereinafter referred to as “Agreement”) as offered by Mauritius Telecom Ltd and its subsidiaries including Cellplus Mobile communications Ltd (together hereinafter referred to as “Service Provider”).

In the event of any inconsistency between the Terms herein and the Agreement, the Terms herein shall prevail.

2.0 Definitions

“Bill” means invoice or statement issued by Service Provider for the Service comprising of the Charges and/or other sums due and/or payable by Customer to Service Provider.

“Billing Email Address” means the Customer e-mail address provided by Customer via the Subscription Platforms to receive all Bills, advertisements and/or otherwise.

“Bill by email” means the electronic Bill sent to Customer on his Billing Email Address for the Service.

“Subscription Platforms” refers to the various platforms made available by the Service Provider to subscribe to the Bill by Email service which include application forms, my.t website and mobile application.

3.0 The Bill by email service

3.1 The Bill by email Service is an electronic invoicing service operated by Service Provider for Customers whereby the Customers can opt to receive their bills by email and/or any such digital, or electronic means which the Service Provider may make available from time to time for payment purposes.

3.2 The Customer acknowledges and agrees that once registered to Bill by Email, despatch of Bills to the Customer by post by the Service Provider shall cease.

3.3 Customer shall be responsible to provide the correct Billing Email Address. Failure to do so may lead to an accumulation of Bills and Service Provider shall not be responsible for any undelivered Bills and applicable surcharges.

4.0 Registration for the Service

- 4.1 The Customer may register for the Service via Subscription Platforms by providing a valid email address. Once your registration is completed, the Customer shall be eligible to receive his/her Bill by email as from next billing invoice.
- 4.2 Any Bill sent to the Billing Email Address of the Customer shall be deemed to have been received by the Customer immediately upon transmission by the Service Provider. It shall be the Customer's responsibility to notify Service Provider at least 1 month in advance of any change in Billing Email Address.
- 4.3 Delivery of Bills by Email or by electronic means is automated and request for re-send cannot be processed. Customer shall have to request for duplicate bills in such cases by contacting the Service Provider via the platforms made available.
- 4.4 Customer acknowledges that whilst E-mail is used as a means of communication between Customer and MT, Customer shall assume the risks inherent in such form of communication including the risks of non-delivery, wrong delivery, disruption of delivery or truncated or illegible delivery. MT shall not be liable to Customer for non-delivery of electronic Bill, any damages arising by reason of use of such communication. This includes damages from failure to deliver due to size of attachment since size of electronic Bills may depend on the communication sessions of Customer and may vary from month to month.

5.0 Cancellation & Termination

- 5.1 Service Provider reserves the right to cancel access to the Bill by Email Service of there reason to believe that the Customer's account is being unlawful accessed, or the Service is being used in anyway that is contrary to law.
- 5.2 Service Provider reserves the right to withdraw the Bill by Email Service at any time upon reasonable notice.

6.0 Amendment

These terms and conditions may be amended by Service Provider at any time.