



1. What is my.t weather app?

my.t weather app is a new application launched by Mauritius Telecom. It is a common platform which provides information such as weather conditions as well as alerts on impending dangers and calamities in Mauritius.

2. Who provides this information?

Information is received from the official authorities in Mauritius.

3. What kind of information can I obtain with this app?

Available on the app: Weather Bulletin, Sea Info, Rainfall Weather Forecast, Cyclone Tracks, Cyclone Bulletins, Major Incidents, Traffic Bulletin, Education Bulletin, Emergency Info.

4. Where can I download the my.t weather app?

The my.t weather app is available for FREE download on PlayStore from Android users and App Store for iOS users.

5. On which devices can this app be available?

The app is available on these devices: Tablet and smartphones. Minimum Android version supported is Android 4.4. Minimum iOS version supported is iOS 10.

6. What is the best advisable experience for my.t weather app?

my.t weather app works best on a 4G network or wi-fi.

7. Are there live widgets for the app?

Not for the moment.

8. Does my.t weather include forecast for Rodrigues?

Yes. On weather dashboard forecast for Rodrigues is available. Weather map can be zoomed out of the Map of Mauritius and tap on the Map of Rodrigues to know about the weather conditions there.



9. Can Mauritius Telecom guarantee the accuracy and reliability of information available on this app?

Information on this app is being fed by official relevant authorities with regards to weather, major incidents and calamities.

Mauritius Telecom is not responsible for the accuracy and validity of contents appearing on the my.t weather app.

For more information, the relevant authorities should be contacted.

10. How up-to-date is the app?

The app is updated as and when official communiques and alerts are issued by the relevant authorities.

11. Will I be charged for this app? How is the my.t weather app free and/or zero-rated?

my.t weather app is available for free on PlayStore/AppStore for all users. my.t weather app is free for download on all mobile networks in Mauritius. Browsing on the my.t mobile network is also free. However, any media material such as pictures and videos which will be downloaded and/or shared will incur normal data charges. Push notifications, maps views, windy.com and external contents available within my.t weather will incur charges as per your normal data plan. All local sites within my.t weather are accessible for free. However access to the international sites in my.t weather will be charged as per your mobile data plan. Mobile Internet charges may apply for using the app on other mobile operators' networks.

12. Do I need credit on my mobile to use my.t weather app?

my.t weather app is available as long as you have internet connection. If the app has to be accessed on mobile data, a minimum credit of Rs 5.00 must be available on your mobile account.

13. Why the app does not show 'torrential rain' in real time when it's raining heavily on the island?

The app awaits official communiqués from the relevant authorities.



14. Can I use the app if location is not activated on my mobile?

Yes. By default, the app will provide weather conditions in Port Louis.

15. Why the app does not show my exact location?

The app shows the nearest weather station to your location.

16. Why do I not receive notifications and push SMS when there is a new alert?

You need to enable push notification for my.t weather on your mobile to receive push notifications. For iOS users, low power mode can delay the push notifications. Push SMS is a different service from the app.

17. Why do we not have the option of receiving notifications by sms?

SMS notification is a different service from the app.

18. Can I receive push notifications even when the app is closed?

You need to enable push notification for my.t weather on your mobile to receive push notifications. For iOS users, low power mode can delay the push notifications.

19. Will I be charged if I make phone calls on my.t weather app?

Calls on Emergency Numbers is free of charge while calls on normal lines will incur normal charges.