TERMS AND CONDITIONS FOR
my.t home

1.0 Object

The present document defines the terms and conditions (“Terms”) under which Mauritius Telecom Ltd provides the Service to the Subscriber and under which the Subscriber accesses and uses the Service. The signature of the my.t home Application Form implies the acceptance of the present terms and conditions.

2.0 Definitions and Interpretation

In these Terms, the following words and expressions shall have the following meanings:

**Adult Code/ Parental Control Code/super profile password:** means any set of numbers or alphanumeric symbols or characters which enables the Subscriber to control children’s access to material that is not suitable for them.

**Application Form:** means the duly filled my.t home Application Form submitted by the Subscriber.

**Cancellation Form:** means the form made available by MT to Subscribers wishing to cancel the my.t home Service.

**Catch-Up TV:** means TV Content which, subject to catch-up tv rights from content providers, are made available for 7 days after its original broadcast.

**CPE or Equipment:** means Customer Premises Equipment and may comprise of one (1) Set Top Box, one (1) Remote Control, one(1) Wireless router (Optical Network Terminal- ONT) only and any other equipment to access and use the Service.

**Commencement Date:** means the date at which the Contract between MT and the Subscriber becomes valid and is the date at which the Service is provisioned.

**Content:** means the content delivered to Subscriber by MT through the my.t home Service.

**Contract:** means the duly signed my.t Application Form of which the terms and conditions in this document form an integral part. The present terms and conditions are applicable to the my.t home Service subscribed at any MT point of sale and/ or distribution channel.

**Data usage:** means the actual amount of data that the Subscriber has used over the Internet while using the Service.

**Exchange Zone:** Exchange Zone is a zone around any exchange of MT within which the Service may be accessed. Specifications and eligibility for Service may vary according to the geographical location of the Subscriber and depending on the technical specifications/conditions of the access network.

**Fair Usage Policy:** means a set of rules implemented to ensure that MT delivers the best possible service at all times to all its Subscribers.

**Force Majeure Event:** means any event due to any cause beyond the reasonable control of either party, including, without limitation loss of satellite, loss of signal, natural catastrophes, earthquakes, floods, cyclones, storms, cataclysms, volcanic eruptions, climatic disruptions, rioting, vandalism, attacks, civil commotion, wars, strikes, or other work conflict actions and/ or accidental causes such as fire, water damage, explosions, damage or breakdown of transmission of a third party’s technical system, act of government or any other act of regulatory or other authorities and bodies, and generally any act over which MT has no control.
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Internet: means the global data network of interconnected servers using the TCP/IP protocol suite.

IP Network: means an electronic communication network using the IP Protocol for the transmission of data.

Login Name: means any set of numbers or alphanumeric symbols or characters assigned by MT to the Subscriber as Login Name, Login ID, User Name or User ID (whether or not applied for or selected by the Subscriber) to be used by the Subscriber, in conjunction with the Password, to access the Service.

Minimum Subscription Period: means a period of twelve (12) calendar months or such other period as may be stipulated by MT as the minimum subscription for which the Subscriber commits to the subscription.

Modification Form: means the form made available by MT to Subscribers wishing to modify the my.t home Service.

MT: MT shall mean Mauritius Telecom Ltd whose registered office is situated at Level 18, Telecom Tower, Edith Cavell Street, Port Louis. MT is the provider of my.t home service.

my.t TV App: the software application developed and owned by MT is an application for mobile device (available for download from App Store and Play store) from which, inter alia, certain functions and features and TV Content as may be offered and made available by MT from time to time, may be accessed and used on devices (smartphone or tablet) other than the TV.

nPVR: means Network Personal Video Recorder which is a recording feature given to Subscribers subject to rights from content providers, to record selected TV Content every month and access it but for a limited duration in time.

Online Subscription: Online subscription is the process by which a subscriber opts to subscribe to TV pack via www.myt.mu.

ONT: means Optical Network Termination Unit which is a device that transforms incoming optical signals into electronics at a Subscriber’s premises in order to provide Fibre-Optic Broadband Services.

Password/Access code: means any set of numbers or alphanumeric symbols or characters initially assigned by my.t to the Subscriber as the password (including any changes thereafter whether or not selected by the Subscriber) to be used by the Subscriber, in conjunction with the Login Name, to access the Service.

Programme Guide: means a guide of programmes of all or part of the TV Services provided to Subscribers. Such programme guide may include, or procure inclusion of the programming schedules for the TV Channels whether guide be in the form of a mosaic, a written publication, a text based service, video service or an electronic programming guide.

Service: means the my.t home Service consisting of converged services including broadband Internet, voice, and Content selected from the my.t home Application Form. The Service includes Fibre Optic Broadband Services. The list of available services is detailed on the my.t website and may be amended by MT with notice to the Subscriber. The service is available only for residential and private use and through the CPE provided by MT.
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Set Top Box: means the decoder/receiver data/video device (4K Smart Box) provided to the Subscriber to receive the Service during the subscription period.

Stipulated Premise: means the premise stated in the Subscriber’s application to MT for the Service as the premises at which the Service is required.

Subscriber: means the person so named on the my.t home Application Form who applies for or subscribes to or utilizes the Service. The Subscriber shall also ensure, in case the MT billing telephone number is not on his/her name, that appropriate authorisation has been obtained from the renter of the said MT telephone line for use as billing telephone number.

TNT channels: TNT channels are broadcasted by MBC (Mauritius Broadcasting Corporation) and are included in the my.t home Service.

TV Channels: means the TV channels included in the my.t home Service which can be accessed freely or against payment.

TV Pack: A TV pack can be one or a bundle of my.t channels.

User: User shall mean any person using the Service with the Subscriber’s authorisation. Video-On-Demand (“VOD”): video content available on my.t TV portal as part of the Service (whether paid for or for free) which the Subscriber can select and watch for a limited period of time.

Volume allowance: means the total amount of data that can be sent and/or received during the month. Once the volume allowance has been consumed for the month, the subscriber can still surf and browsing service will remain active until the start of the next month.

Wi-Fi: Wi-Fi is an acronym for Wireless Fidelity allowing wireless access to Internet.

3.0 Service Description

3.1 The Service is a converged service that may comprise without limitation to the following services: voice, broadband Internet, Content and any value added features as outlined on my.t website or my.t home Application Form.

3.2 Quoted speeds for the Service refer to maximum available download bandwidth.

4.0 Service Provision

4.1 The my.t home Application Form shall be duly signed and submitted by the Subscriber before the Service is made available.

4.2 MT shall provide the Subscriber with the Service upon acceptance of the Terms and Conditions of this Contract. The type of Service to which the Subscriber is subscribed is specified on the my.t home Application Form.

4.3 MT will use reasonable endeavours to provide the Service by the date indicated to the Subscriber but all dates are estimates and MT has no liability for any failure to meet any date.

4.4 In consideration of the payment by the Subscriber of the charges, fees and/or rentals, MT shall provide the Service during the subscription period subject to the compliance by the Subscriber with all the Terms and Conditions set out in this Contract.
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4.5 MT reserves the right to cancel or
to delay the provision of the Service to a
Subscriber, if the Service is not likely to be
effected in satisfying conditions for the
Subscriber or if there is reasonable grounds
for MT to believe that the use of the service
will constitute or might constitute a breach
of the obligations in this Contract.

4.6 Occasionally MT may for operational
reasons, including but not limited to repair,
maintenance or improvement of the Service:

4.6.1 Change Login ID, password allocated
to the Subscriber or the technical
specification(s) of Service to match changes
in the IP Network infrastructure.

4.6.2 Suspend the Service. MT will
endeavour to provide reasonable notice
of the suspension. MT will restore the
Service as soon as it reasonably can after
the suspension. MT will not be liable for
any prejudice suffered by or caused to the
Subscriber as a result of the suspension of
the Service.

4.7 MT may occasionally give the Subscriber
instructions which it believes are necessary
for reasons of health, safety or quality of
any telecommunications service provided
by MT to the Subscriber or to any other
Subscriber.

4.8 The Subscriber understands and
agrees that the my.t home Service is
subject to immediate termination without
compensation for noncompliance with
the Terms and Conditions in this Contract.
Furthermore, the Subscriber will be
responsible for the full amount of any
tangible and intangible damages this may
cause.

4.9 In the event the Subscriber transfers
his telephone line within the same or to a
different MT exchange after subscribing
to the Service, his telephone line will be
subject to clause 5.1.1. Normal MT transfer
fee will apply.

4.9.1 If an email account is inactive for 12
consecutive months, MT reserves the right
to put account into dormant state for a
further period of 12 months, after which
account shall be deleted. An account in a
dormant state may be re-activated upon
receipt of request for reactivation from
the owner of the telephone line. Email
addresses of deleted email accounts are
not re-issued.

4.9.2 The Subscriber consents and
agrees to receive electronic invoices for
the subscribed services. Subscriber is
automatically registered to MT’s electronic
billing system unless Subscriber decides at
any time to opt out.

4.9.3 MT shall not entertain any claim for
refund in the event of partial period’s usage
of the Service or set-top-box and/or if set-
top-box is kept inactive by the Subscriber.

5.0 Access to my.t home Service

5.1 Any connection to the service is subject to:

5.1.1 The service provision being made
only through the MT normal telephone line
to which the Subscriber subscribes or has
been authorised to use by the renter of
the line and the telephone number shall
be indicated by the Subscriber in the my.t
Application Form.
5.1.2 The Subscriber premises being Specifications and eligibility for respective services may vary according to Subscriber’s location with respect to MT’s Exchange.

5.1.3 Provision of the complete my.t home services are subject to the fulfillment of technical specifications at the Subscriber’s premises. Prior to or on installation of the Services, MT will carry out a survey of the Subscriber premises to determine whether provision of my.t home Service is technically feasible.

5.2 MT shall allocate IP addresses for use in connection with the Service and retains all rights associated with the provided IP addresses.

6.0 Service Availability

6.1 The Subscriber acknowledges and agrees that service availability is subject to availability of resources including, without limitation, availability of a suitable fibre network infrastructure at the time the Service is requested or delivered.

6.2 A Subscriber will be deemed ineligible to sign up for the Service if fibre is not available at the Subscriber’s premise and MT shall not be liable in any way whatsoever for lack of fibre coverage.

7.0 Traffic Policy

7.1 The Service is a shared access service depending upon both local and international resources. MT intends to provide to all Subscribers a reasonable level of service and distribute resources among them, as per the Fair Usage Policy.

7.2 my.t home Service is a best service effort and no guarantee will be made regarding the speed of access, the quality of content transmitted or the amount of time taken before content is made available.

7.3 MT is not responsible for delays, interruptions, errors or omissions in the transmission/ reception of the signals/ contents and MT does not warrant the truth or validity of the information contained in the Content.

7.4 The content is provided on an “as is” and as available basis without warranty of any kind, express or implied, including, without limitation, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement.

8.0 Term

8.1 The Service shall be provided with a Minimum Subscription Period of twelve (12) calendar months that will start as from the date of provision of the Service at the Subscriber’s premises.

8.2 Unless notice is given in writing one month before the expiry date, the subscription shall be renewed automatically for a further period of twelve months.

8.3 In the event that the Service is terminated before the expiry of the Minimum Subscription Period by the Subscriber for any reason whatsoever or by MT as a consequence of any breach by the Subscriber of any of the obligations or duties of the Subscriber, then notwithstanding any provision to the contrary in the terms and conditions in this Contract, the Subscriber shall pay to MT the following:
9.4 MT may alter the amount of the charges, fees and/or rentals for the service and/or equipment, at any time and shall notify the Subscriber in writing of any alteration (either increase or decrease) and such change shall take effect from the date specified in such notification which shall not be less than 30 days after sending such notice.

9.5 The charges, fees and/or rentals for the Service, for the first month, shall be calculated on a pro rata basis depending on the number of days the Service has been provided in the first month.

9.6 The monthly charges shall be billed on the telephone number as specified in the my.t home Application Form.

9.7 In the event that MT’s staff and/or authorised agents have been called upon to attend to a fault at the Subscriber’s premises, MT reserves the right to invoice for the onsite assistance in the event the fault does not originate from MT’s equipment or network.

10.0 MT’S Equipment

10.1 MT will provide the Subscriber with a suitable CPE/Equipment to access the Service.

10.2 On termination of Service, the Subscriber shall make available the Equipment for recovery by MT or otherwise return the Equipment in the same condition as originally installed (ordinary wear and tear excepted). Failure to do so within 60 days of termination of Service will give MT to charge Subscriber the fair market value of the Equipment or that of its replacement product.
10.3 The Equipment shall remain the property of MT.

11.0 Equipment Warranty

11.1 The equipment provided by MT is covered by a one (1) year return to base warranty. This means that equipment thought to be faulty must be returned to MT at the Subscriber’s expense for testing, repair or replacement. Replacement units are not provided until testing has been completed, and the unit is found by us to be faulty.

11.2 The warranty period will commence from the date of dispatch from our premises to the Subscriber.

11.3 The warranty period will not restart if a replacement unit is issued.

11.4 If the equipment provided by or bought from MT is returned to MT within the 1 year warranty period and is found to be faulty by MT, MT will replace, repair or credit the Subscriber’s account for it at its discretion, unless MT find that the fault was caused by:

(a) A piece of equipment not supplied by MT; or

(b) A Force Majeure Event; or

(c) Interference or modification to the equipment not performed by MT, or a failure to use the equipment in accordance with the manufacturer’s or MT’s specifications/instructions; or

(d) Damage caused by the Subscriber or a third party.

11.5 Operation and maintenance of equipment which has not been purchased from MT or is outside of any warranty provided by MT are the Subscriber’s responsibility.

11.6 In case of cancellation and non-return of equipment (Optical Network Terminal/set-top box), the subscriber will be charged a penalty fee of Rs 5,000 per equipment.

12.0 Installation and Cabling

12.1 To enable MT to provide the Service, certain Equipment may need to be installed at the Subscriber’s Stipulated Premise. Before accepting the Subscriber my.t home Application Form, MT may give the Subscriber some advice or any necessary preparation.

12.2 The Subscriber agrees and understand that if he/she is not reachable for an appointment date for the installation of the Service for a period of hundred and twenty (120) days despite reasonable efforts, MT may at its absolute discretion cancel the request (or MT shall deemed request as cancelled).

12.3 The Subscriber shall be responsible to provide enough main socket outlets at the Stipulated Premise to provide a power supply for any Equipment which may form part of the Service.

12.4 Where the Subscriber is not the owner of the Stipulated Premise, the Subscriber shall obtain such approval and consent from the owner thereof for the installation and the work required to be carried out by MT for the purpose and shall indemnify MT in respect of any claims against MT in respect of any and all work carried out by MT for the installation at the Stipulated Premises.
13.0 TV, Video-On-Demand Content and Catch-Up

13.1 Video on Demand service is available on my.t tv portal. Except as to free VOD, Subscriber ordering VOD content shall be charged on a post pay basis and such charges shall be invoiced monthly to the Subscriber on his/her telephone bill, irrespective of whether the ordered video content was viewed or not. The ordered content will be put at the disposal of the Subscriber for personal consumption for a pre-defined period. MT reserves the right to amend or vary the VOD conditions. Terms and conditions are available in the my.t catalogue.

13.2 The Subscriber shall use the CPE provided by MT to access the Service on the TV set.

13.3 The Subscriber shall not connect MT’s Set Top Box to more than one TV set.

13.4 MT will provide a password to allow the Subscriber to access the service.

13.5 The subscriber agrees that he/she is solely responsible for the management of his credit account for TV content and his VoD consumption. MT manages the subscriber’s account via his/her password. A default password is provided after installation at Subscriber’s premises. Subscriber should change this password regularly. MT will not be liable for any loss or damage arising out of the password remaining unchanged.

13.6 Video content is classified according to age groups. These levels are clearly identified by their respective warning symbols on the TV screen.

13.7 To filter video content, a Subscriber shall set filtering levels by “genre” in the restricted mode.

13.8 MT shall provide a Programme Guide containing information on programmes available. The Programme Guide is indicative of the programmes available and as such MT does not guarantee the completeness or accuracy of the information.

13.9 TNT channels can be viewed from the my.t TV portal. TNT channels are not broadcasted by MT. MT is thus not responsible for the quality and provision of the content.

13.10 Subject to the rights made available by content providers, the Subscriber can watch my.t TV Channels via Catch-Up TV feature and record selected TV Content via the nPVR feature.

13.11 MT shall not be liable in the event of loss of any content that the Subscriber may have recorded. The Subscriber understands that software updates may disrupt scheduled recording and MT is not liable for anything that does not record or for loss of content.

14.0 Use of Password/Access Codes

14.1 Password/Access codes will be assigned by MT to the Subscriber to access the Service through the Subscriber’s MT telephone line.

14.2 Access to the Service is possible only after activation of the password/access codes provided by MT.

14.3 The Subscriber may at any time alter and at his discretion, the Password and Adult/Parental Control Code assigned to him/her for privacy protection.
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14.4 The Subscriber is responsible for the protection of the secrecy of the password and Adult/parental control Code assigned to him at all times and shall ensure that the same is not revealed or disclosed in any manner whatsoever to any person or persons whomsoever. The Subscriber shall be fully responsible and liable at all times for any loss or damage arising out of any use or misuse of his/her Password/Access Codes and/or Adult Code/Parental Control code.

14.6 In case the Subscriber is unable to provide correct answers or unable to access his/her email, the Subscriber must come in person with his/her National Identity Card (or any other proof of identity e.g. passport, valid driving licence) to the MT’s Customer Service Centre.

14.7 The Subscriber, upon learning that any person has acquired knowledge of the Subscriber’s Access Codes or has used the Subscriber’s Password/Access Codes to access or utilise the Service or effect any transaction (whether with or without the knowledge and consent of the Subscriber), shall immediately notify MT and provide any other information relating thereto as MT may require.

14.8 The Subscriber shall send to MT’s Customer Service Centre one week prior notice in writing for any change he/she wishes to make in his/her login. This service may be billed by MT.

14.9 MT reserves the right to suspend the Subscriber’s password/Access Codes to the Service any time if MT reasonably believes or suspects that there is or is likely to be a breach of security or suspicion of fraud.

15.0 Relocation of Service

15.1 If a Subscriber relocates to another premise, the Subscriber may make an application for the relocation of the Service to the new premises subject to any applicable fees and charges. The Subscriber acknowledges that any relocation of the Service shall only be effective if the new premise is within the coverage of the fibre network for Broadband Services.

15.2 A relocation charge will apply and this will include basic installation of all equipment required for the Service at the Subscriber’s new premises. Any additional equipment will be subject to prevailing charges. The Subscriber’s subscription to the Service shall remain valid and binding on the Subscriber during such relocation notwithstanding disruption in all or any of the individual Services.

15.3 In the event that a Subscriber’s Service cannot be provisioned at the new premises because it falls outside of the service availability area, MT reserves the right to terminate the Subscriber’s subscription to the Service and to offer the Subscriber other my.t offers at the discretion of MT. If the Subscriber opts to take up the other my.t offers, the early termination charges for the Service shall be waived. However, additional charges for relocation and installation of MT’s equipment at the Subscriber’s new premises shall apply. In the event that the Subscriber decides not to take up the other my.t offers, then the Subscriber shall be deemed to have terminated the Service and the early termination charges for the Service shall apply.
16.0 Subscribers' Obligations

16.1 The Subscriber shall at all time use the Service in accordance with the present Terms and Conditions and in accordance with the Laws of Mauritius and shall indemnify and hold harmless MT from any losses incurred by reason of breach of this clause.

16.2 The Subscriber shall, when accessing any other network through the Service, comply with the rules appropriate for such other network.

16.3 The Subscriber is responsible for the acts and omissions of all Users in connection with the Service and is liable for any failure by any User to perform or observe the Terms and Conditions of this Contract as if it were a party to it.

16.4 The Subscriber shall not use the service in any way which, in MT's opinion, is, or is likely to be, detrimental to the provision of the Service to the Subscriber or any other Subscriber. This includes using the service for fax mailing.

16.5 This Contract is personal to the Subscriber and accordingly the Subscriber may not assign or transfer his rights under this Contract or any part of the Service itself without the prior written consent of MT. The Subscriber shall not allow and/or share his Service with any other user outside his home network nor shall he use the service for business purposes.

16.6 The Subscriber shall keep the CPE belonging to MT in good condition; fair wear and tear only accepted, and shall be fully responsible for the loss or damage to the same howsoever caused.

16.7 The Subscriber is solely responsible for obtaining the appropriate licences for and undertaking the appropriate maintenance of, any software necessary for use of the Service, other than any software which may be provided by MT, and the Subscriber agrees to comply with any Terms and Conditions governing the use of the software. In the event that software is provided by MT as part of the Service, MT hereby grants a personal, nonexclusive license for the term of this Contract to the Subscriber to use such software solely for the purpose of the Service under this Contract.

16.8 The Subscriber shall provide at his own expense, when so required by MT, all facilities and/or resources whatsoever necessary for the proper installation, operation and maintenance of the service and/or, but not limited to, power points, electricity, conduits, pipes, access or licence.

16.9 The Subscriber shall be responsible to ensure that the equipment/hardware used by him to access the service is adequate and is fully protected against lightning, power surges or other hazards.

16.10 The Subscriber shall not, in any case, resell or sublet the service or information presented to him through the Service. Such content is protected by copyrights, trademarks, service marks, patents or other proprietary rights and laws. Examples of prohibited reselling or subletting include, but are not limited to: my.t home Service provision outside of the Subscriber’s premises, resale of bandwidth, Internet connectivity, audiovisual content or services...
16.11 The Subscriber shall promptly comply with all notices, instructions or directions given by MT in respect of the installation, use or operation of the Service and/or CPE.

16.12 The Subscriber shall permit MT authorised personnel to enter and remain on the Subscriber's premises and any other place under his control at reasonable times and for any reasonable lapse of time for the purpose of carrying out any inspection which MT may deem necessary for the purpose of this Contract or to recover any CPE belonging to MT upon termination of this Contract or any service provided.

16.13 The Subscriber shall acquire no right or property in the service number(s) such as but not limited to telephone number, mailbox number, network user identity, circuit reference. These number(s) may be changed or reassigned by MT in any way whatsoever without being liable to the Subscriber.

16.14 For any subscription to a my.t home Service, the Subscriber shall be solely responsible for ensuring that the settings of his modem are correctly set to avoid unwanted transmission of data over the Internet.

16.15 The Subscriber shall be solely responsible for the data retrieved, stored or transmitted through the Service.

16.16 The Subscriber shall be solely responsible for managing the use of the storage capacity for services such as email and web-page hosting such that it is within the capacity allocated to him or as may be amended by MT from time to time.

16.17 The Subscriber shall bear all responsibility for any degradation of service which may be caused by the presence of a LAN on involving more than one computer.

16.18 The Subscriber shall, at all times, ensure that his personal equipment is compatible with my.t home Services.

16.19 The Subscriber shall strictly comply with and ensure compliance by users of the Service with all instructions or notices in whatever form and through whatever means given by MT regarding the use of the software for accessing the my.t home services.

16.20 Connection and usage of any CPE shall be in strict compliance with applicable instructions, safety and security procedures as communicated by MT.

16.21 The Subscriber shall, at all times, use MT CPE equipment to access the my.t home Services. The subscriber shall be fully liable for any damage or loss in the event other CPE equipment is being used.

16.22 The Subscriber shall protect and keep confidential all intellectual property provided by MT through any equipment and shall not copy, alter, reverse engineer, or tamper with any such equipment or use the equipment other than for the Service.

16.23 The Subscriber shall not resell, transfer, export or re-export any MT CPE, or any technical data derived there-from, in violation of any applicable legislation.

16.24 The Subscriber shall be responsible for MT equipment on the Subscriber’s premises and shall not modify, interfere or tamper with the MT equipment. The Subscriber shall be liable to MT for any loss and/or damage to MT equipment howsoever occasioned or
caused (including but not limited to power surge and lightning).

16.25 In the event the service is terminated, the Subscriber shall return all equipment to MT within 15 days. In the event all that equipment is not returned within 15 days or/and not fully in good condition, except for normal tear and wear, MT will bill the Subscriber all relevant charges (including parts and components) on his MT telephone bill as per tariffs detailed on the my.t website.

16.26 The Subscriber agrees that his/her activity will not improperly restrict, inhibit or degrade any other Subscriber’s use of the service nor represent (in the sole judgment of MT) an unusually large burden on the network itself. If Subscribers are found to be making excessive use of their broadband service they may find their service restricted, as per the Fair Usage Policy and if it continues may have their service suspended or cancelled.

17.0 MT Rights and Obligations

17.1 MT shall have the right to examine the use of the Service by the Subscriber and to disclose such use to third parties for legal or statutory purposes, in order to identify misuse or abuse of the Service, or to ensure the smooth running of and identify faults in its network.

17.2 Access to the Service may be occasionally restricted to allow repairs, maintenance and upgrades in which case MT will use all reasonable endeavours to provide the Subscriber with advance notice of such restriction.

17.3 MT shall have the right, at any time and upon reasonable notice, to send a MT representative to the Subscriber’s premises to undertake any necessary maintenance.

17.4 The Subscriber hereby agrees that MT may refer to the Subscriber, by company or trading name, and to the existence of this Contract in any marketing or promotional materials.

17.5 MT shall maintain and control ownership of all IP numbers and addresses that may be assigned to the Subscriber by MT and MT reserves, in its sole discretion, the right to change or remove any and all such IP numbers and addresses.

17.6 In the event, the Subscriber’s CPE as provided by MT has manufacturing defects, the equipment shall be returned forthwith with all cables, parts and components and another equipment will be provided to the Subscriber depending on availability for use till the end of his subscription.

18.0 TV Channels and Quality of Service

18.1 The Subscriber acknowledges and agrees that the TV Channels/programmes and/or Contents are not owned by MT and are subject to broadcast rights of content owners, editors, producers and distributors. As such nothing in this Contract shall be construed as imposing on MT the obligation of providing an uninterrupted, continuous and regular service.

18.2 The Subscriber agrees and accepts that MT reserves the right to discontinue, substitute, delete, modify or black out all or part of its TV Channels/programmes and/or Contents including any of its offers due to any commercial issue, any broadcasting rights issue or any other issue whatsoever, and MT shall not be held liable under such circumstances.
18.3 MT shall use its best of endeavours to offer a quality of service of a competent Infocom service provider.

18.4 The Quality of Service is subject to the following:

18.4.1 The proximity of the Subscriber to the MT Exchange

18.4.2 For my.t home Service, the Subscriber’s computer equipment must meet the minimum system requirements as set on the my.t website

18.5 MT shall use its best endeavours to maintain an acceptable level of service.

18.6 The Subscriber acknowledges that it is technically impracticable to provide a fault free Service. MT shall however use its best endeavours to repair any reported faults as soon as feasible.

18.7 Should a momentary interruption be due to an act or omission of MT and shall have lasted for more than five (5) consecutive days, MT shall refund to the Subscriber a pro-rated amount of the subscription fee covering the period of interruption from the time such interruption is reported to MT.

18.8 The Subscriber is required to report any fault and/or interruption to MT immediately as any refund will only be provided for the period starting on the date such interruption is reported.

18.9 No Subscriber shall be entitled to any refund for interruption of service caused by a third party, Force Majeure and/or planned modification or upgrade.

18.10 MT reserves the right to charge the Subscriber for any intervention caused by a misuse of the Service by the Subscriber.

19.0 Termination

19.1 The Subscriber may cancel any my.t home Service order within seven (7) days after the my.t home Service has been provisioned by MT by submitting the duly filled Cancellation Form. The Subscriber shall be liable to pay a cancellation charge of Rs 1000 for the said cancellation and any other charges for use of Service.

19.2 Termination shall be effective within fifteen working days from the date of receipt of Subscriber’s request.

19.3 Notwithstanding Clause 19.1 hereof, the Service may be terminated forthwith by MT if:

19.3.1 the Subscriber is in material breach of any of the Terms and Conditions herein contained and/or the Terms and Conditions applicable to any telecommunication service subscribed by the Subscriber from MT and/or terms and conditions of any other agreement entered into between the Subscriber and MT or has provided any information which is incorrect or incomplete.

19.3.2 the Subscriber has used, attempted, or is likely to use the service and/or equipment in contravention of any law or to cause any annoyance, embarrassment, harassment, disturbance or nuisance of any kind whatsoever and to whomsoever or if it is not in the public interest.

19.3.3 a request for termination of the Service has been made to MT by the official renter of the telephone line.
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19.4 MT may, without prejudice to any other rights or remedies of MT and notwithstanding any waiver or any waiver of any previous breach, suspend the service or all services in the event that any monies payable by the Subscriber for that service, any other service or under any other agreement(s) including any monies payable for any services provided by any other party whereby MT derives a pecuniary or other benefit and/or acts as a billing and/or collecting agent for the same for such other party whether for reward or otherwise are in arrears or any amount shown in MT’s bill is not settled in full or any deposit or any increase thereof required by MT is not furnished by the Subscriber.

19.5 Such suspension shall deem to terminate the Service as from the date of the suspension and the Subscriber shall be liable for all charges, fees and rentals incurred up to the end of the minimum period of subscription or date of termination of the Service.

19.6 Notwithstanding 19.4 and 19.5, upon subsequent payment by the Subscriber of such sums as demanded by MT, MT may if it deems feasible at its sole discretion and subject to such terms as it deems proper, reconnect service or services, as the case may be, in which event this Contract and/or the service thereby affected shall continue as if the same has not been terminated.

19.7 MT may terminate the Contract without notice if the subscriber:
19.7.1 violates any applicable laws, rules or regulations issued or promoted by any competent government authority, including without limitation any intellectual property laws or export control laws restricting the transfer of certain technical data and software across international borders or to foreign nationals;
19.7.2 violates or attempts to violate the security of any network, service or other system;
19.7.3 transmits any materials of a threatening nature, including threats of death or physical harm, harassment, libel, or defamation;
19.7.4 distributes offensive materials, including obscene, pornographic, indecent, and hateful materials;
19.7.5 for purposes of distributing “spam” or any other forms of mass unsolicited electronic communications; or
19.7.6 in a manner that interferes with any other user’s ability to use the Service.

20.0 Notices and Instructions

20.1 MT shall publish all notices and/or instructions as regards the service on the Mauritius Telecom website at and/or on the my.t TV Portal.

20.2 The Subscriber is required to regularly consult the Mauritius Telecom website and/or my.t TV portal for instructions or any change in service.

20.3 MT shall not be liable for any disruption, loss and/or damage caused to or suffered by the Subscriber from a failure of the Subscriber to take cognisance of a notice or follow the my.t home Service instructions.

20.4 The contents are subject to changes, replacement and/or interruption at any time at the exclusive discretion of MT.
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20.5 MT is not owner and/or producer of the contents and has the right to commercialise the contents “as is” to its subscribers.

20.6 MT reserves the right to replace any channel during the Contract period at its own discretion.

21.0 Force Majeure

21.1 If either party is unable to perform any obligation under this Contract because of a matter beyond that party’s reasonable control or events beyond the reasonable control of that party’s suppliers, that party will have no liability to the other for that failure to perform.

21.2 In the event of refusal or delay by a third party to supply a telecommunications service to MT or delay in the renewal of back to back agreements between MT and its suppliers and where there is no alternative service available at reasonable cost; or the imposition of restrictions of a legal or regulatory nature which prevent MT from supplying the Service then MT will have no liability to the Subscriber for failure to supply the Service.

22.0 Disclaimer

The Subscriber acknowledges and agrees that any and all Service provided to him/her pursuant to this Contract are provided “as is” without any warranty of any kind and the use of the Services is entirely at hi/her own risk. MT on its own behalf hereby expressly disclaims all warranties with regard to the Service whether express, implied, statutory or otherwise, including, without limitation, any implied warranties of merchantability, fitness for a particular purpose, title, non-infringement and any warranties arising from course of dealing or course of performance.

23.0 Technical Assistance

23.1 For assistance on the use of the Service or specific feature on the Service, the Subscriber may reach Mauritius Telecom hotline service on 8902. Calls to 8902 are free when originating from my.t fixed telephone lines.

23.2 MT shall use its best efforts to attend to any fault reporting within reasonable delay.

24.0 Disputes

24.1 MT shall endeavour to resolve all disputes quickly and satisfactorily.

24.2 All complaints shall be in writing and addressed to MT office.

24.3 Billing Disputes

24.3.1 All billing disputes should be notified within 3 months after the issue of the telephone bill.

24.3.2 The Subscriber shall be liable for and shall promptly pay on demand all charges, fees, rentals, costs or other amounts whatsoever as shown in MT’s bill notwithstanding that the Subscriber disputes the same for any reason(s) whatsoever.

24.3.3 In the event that the amount stated in MT’s bill or any part thereof remains unpaid after the due date MT reserves the right to charge interest on the sum that remains unpaid as aforesaid at the rate specified in MT’s bill from the due date to date of full payment.

24.3.4 In the event that a dispute, if any, by the Subscriber is decided by MT in the Subscriber’s favour, MT shall refund to the
SUBSCRIBER any excess amount paid by the
Subscriber free of interest.

24.4 Other Disputes MT shall use its best
efforts to resolve any other dispute
within 30 days to the satisfaction of both
parties.

25.0 Liabilities

25.1 The Subscriber to the Service is aware
that the Service may provide permanent
access to the Internet, that his computer
may remain connected to the Internet
once the computer is powered up and that,
in such conditions, it is the Subscriber’s
responsibility to take all necessary and
appropriate measures so as to protect his
data and/or software from, among other
things, computer viruses on the Internet or
the intrusion of a third party on his computer
for whatever reasons since the Internet is
not a secured network.

25.2 MT shall in no circumstances be liable
for any damage caused to Subscriber’s
equipment/hardware/or other property as
a result of lightning, power failure, power
surge, cyclone or any act of God, or any
cause outside the reasonable control of MT.

25.3 MT makes no warranty and hereby
disclaims all liabilities whatsoever in respect
of and/or arising out of the Software used by
the Subscriber to access the Services. In no
event will MT be liable to the Subscriber for
any damages whatsoever, including any loss
of profits, lost savings, or other incidental
or consequential damages arising out of
the Subscriber’s use or liability to use the
Software, even if MT or any of its authorised
representatives has been advised of the
possibility of such damages, or for any
claim by any other party whomsoever.

25.4 MT has no control over the information
transmitted to or from the Service and MT
does not ordinarily examine the use to
which Subscriber puts the Service or the
nature of the information he is sending or
receiving. MT hereby excludes all liability of
any kind for the transmission or reception
of information of whatever nature.

25.5 MT shall not be liable whatsoever for
any loss of data howsoever caused including
without limitations, non-deliveries, misuses,
mis-deliveries as a result of any interruption,
suspension, or for the contents, accuracy
or quality of information or resources
available, received or transmitted through
the Service.

25.6 MT shall not be liable for the quality
of audiovisual material which may be
defective due to circumstances beyond its
control including but not limited to source
of origin, third party service, poor weather
conditions and/or deteriorating telephone
line conditions, nor shall MT be liable for the
delay/unavailability of audiovisual material
as detailed in the Electronic Programme
Guide list at a given point in time.

25.7 MT shall not in any circumstances be
liable under this Contract or otherwise for
any direct or indirect loss, loss of business,
revenue, profits or savings; wasted
expenditure; corruption or destruction of
data; or for any indirect or consequential loss
whatever whether arising from negligence,
breach of contract or otherwise.

25.8 MT shall not be liable for any loss
whether direct or indirect or consequential
resulting from the Subscriber’s inability to
use the service or the Subscriber’s use of
the Service.

Mauritius Telecom, Edith Cavell Street, Port Louis, Mauritius
Hotline: 8902 Website: www.telecom.mu
April 2019
25.9 In no event shall MT or its employees, affiliates, agents, suppliers, third-party information providers, merchants, licensors or the like, be liable for any indirect, incidental, special or consequential damages, or loss of profits, revenue, data or use, by the Subscriber or any third party, whether in an action in contract or tort or strict liability or other legal theory, even if MT has been advised of the possibility of such damages.

25.10 In no event will MT’s liability for any damages, losses and causes of actions whether in contract or tort (including negligence or otherwise) exceed the actual amount paid by the Subscriber for the Service which gave rise to such damages, losses or causes of actions during the 1-month period prior to the date the damage or loss occurred or the cause of action arose.

25.11 MT shall not be liable for any loss or damages sustained by reason of any disclosure, inadvertent or otherwise of any information the Subscriber’s account and particulars. Neither shall MT be liable for any error, omission, nor inaccuracy with respect to any information disclosed.

25.12 MT shall exercise the reasonable skill and care of a competent public telecommunications service provider in providing the Service. MT shall, in no event, be responsible or liable to Customers for degradation in quality of service or unavailability of Service resulting from faults, acts or omissions occurring on networks outside its control.

26.0 Variation

26.1 MT reserves the right to amend, modify or vary the terms and conditions herein contained at any time and/or from time to time.

26.2 The Subscriber agrees that the updated terms and conditions posted on the Mauritius Telecom website and/or my.t TV portal shall constitute adequate and constructive notice to him/her.

27.0 Severability

If any provision of this Contract shall be unlawful, void, or for any reason, unenforceable, it shall be deemed severable, and shall in no way affect the validity or enforceability of the remaining provisions of this Contract, which shall remain valid and enforceable according to its terms.

28.0 Data Protection

28.1 By having my.t home service installed, the Subscriber is giving his consent to the following:

27.1.1 From time to time, MT may contact the Subscriber by mail, telephone, email, short message service or other electronic messaging services with information about other MT products and services.

28.1.2 From time to time, MT may share the Subscriber’s information outside MT Group for marketing and promotional purposes. MT will not disclose the Subscriber’s email address and telephone number to third parties without the prior explicit consent of the Subscriber.

28.2 If the Subscriber does not wish to receive information from MT or any other third party in partnership with MT, the Subscriber must inform MT in writing addressed to MT Head Office.
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2.2 As part of the migration to the 4K Smart Box, the existing Subscribers will be required to visit the nearest Mauritius Telecom Shop along with his/her National Identification Card to fill in a migration form and swap the existing Equipment (which includes but not limited to the STB [white/black decoders or Smart box], remote control and power cable) for the latest Equipment, that is, the my.t 4K Smart Box together with any other accessories as may be provided by MT.

2.3 Once the subscriber has swapped and migrated to the 4K Smart Box, the Subscriber won’t be allowed to revert to his/old equipment including any offer since the old Equipment along with previous offers are no longer commercialized.

2.4 In addition to agreeing to the Terms of this Contract, the Subscriber is also bound by any applicable terms of use available on the 4k Smart Box including but not limited to that of the manufacturer of the android set top box and any use of Google products and services thereof.

2.5 The 4K Smart Box may be subject to a one-off fee and a revised monthly rental applicable to both new and existing Subscribers.

3.0 Compatibility

3.1 The Subscriber agrees and acknowledges that to fully avail of a 4k viewing experience will be dependent on the following:

3.1.1 his/her TV must support 4k specification;

3.1.2 the Content being viewed must be in 4k format; and

3.1.3 his/her broadband internet speed.
3.2 The Subscriber understands that CRT (cathode ray tube) TV sets are not compatible with the 4k Smart Box. MT shall not be liable in the event that the Subscriber’s TV does not support the 4k Smart Box and henceforth cannot access it.

3.3 MT cannot guarantee that certain models of Wi-fi extenders/repeaters/powerline and/or other connected devices will be compatible with the 4K Smart Box. MT shall not be liable for any damage or loss the Subscriber may suffer from using his/her equipment with anything MT supplies or recommends as part of the provisioning of Service.

5.3 In the event the Subscriber cancels the subscription to the premium pack before the Minimum Subscription Period, the Subscriber shall have to pay MT a penalty fee of Rs1500.

5.4 In the event that the Subscriber has mistakenly subscribed to a TV Pack via his remote control, he/she shall have seven (7) days to cancel the TV Pack without any applicable charges. If the subscriber does not cancel TV Pack subscription within 7 days, MT shall treat the TV Pack subscription as valid and Minimum Subscription Period condition and monthly charges based on selected TV Pack will apply.

5.5 If the subscriber wishes to cancel his subscription in the second year, a fixed penalty fee of Rs1000 shall be applicable.

6.0 Password (Parental control code/super profile password) and Security

6.1 The Subscriber’s Login Name or Password shall be used for accessing the Service which includes but not limited to renting VOD and subscribing to premium TV packages.

6.2 The Subscriber shall be responsible to keep his/her Password confidential and shall not disclose to any person his/her Password or authorise any person to use the Customer’s Login Name or Password for any purpose whatsoever.

6.3 MT may treat any access or utilisation of any Service at any time by use of the Subscriber’s Login Name and Password as access or use of the Service by the Subscriber notwithstanding that the use thereof by any other person without the knowledge or authority of the Subscriber.

6.4 The Subscriber upon learning that any person has acquired knowledge of the 7.3

4.0 The Remote Control Features

4.1 The remote control of the 4K Smart Box have the following features which allow:

4.1.1 the Subscriber to subscribe to any TV pack at any given time by choosing the selected TV pack and subsequently entering his/her password; and

4.1.2 the Subscriber to use his/her voice to perform certain tasks which include but not limited to search any TV channels, check the weather, add a calendar entry, perform a search, or operate other connected products.

5.0 Subscription of TV Pack via Remote Control

5.1 The subscriber agrees to pay a monthly rental in his MT bill upon successful subscription to a TV pack via remote control. The pricing will vary and depend on the TV pack chosen. Details on the prices may be found on my.t website: www.myt.mu.

5.2 The minimum subscription period to the TV pack is twelve (12) months.
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Subscriber’s Password or has used the Subscriber’s Password to access or utilise any Service or effect any transaction (whether with or without the knowledge and consent of the Customer) shall:

6.4.1 immediately change the Password;

6.4.2 immediately notify MT; and

6.4.3 provide MT with any other information relating thereto as MT may require.

6.5 It is the Subscriber’s responsibility:

(i) to set up and maintain parental control code; and

(ii) to ensure that any content viewed or used is suitable for those viewing or using it (including children).

7.0 Use of the 4K Smart Box

7.1 The 4K Smart Box will remain, at all times the property of MT. The Subscriber is responsible for making sure that it is kept in good working condition.

7.2 The Subscriber agrees to:

7.2.1 allow MT to make alternations or replace the device if necessary;

7.2.2 not to sell, hire it out, tamper with, disassemble, misuse, neglect or damage the box;

7.2.3 not remove, tamper with or remove any labels on the device; and

7.2.4 take proper care at all times to prevent the loss or theft of the device.

The Subscriber acknowledges that the 4K Smart Box contains various material, software and content protected by third party copyright and other intellectual property rights and by using the set-top-box, the Subscriber agrees not to infringe any of those rights such as copying, decompiling, or otherwise alternating the software contained in the 4K smart box.

7.4 MT will make reasonable efforts to provide the Subscriber with a satisfactory service, but there may be factors beyond our control which may affect the Service.

8.0 Other Third Party Content

8.1 In addition to my.t TV Channels, the 4K Smart Box provides other third party content (including Apps) available on Google Play Store. MT is not responsible for any such third party content or services.

8.2 Subject to clause 9.1, the Subscriber agrees and understands that if he/she selects to download and view such content on Google Play store, then any such paid content is directly payable to the content provider.

9.0 General Terms

9.1 The contents on the device may be subject to changes, replacement and/or interruption at any time at the exclusive discretion of MT.

9.2 Access to OTT (Over-the-top) Apps on the device portal are subject to subscription to the OTT Apps.

9.3 MT shall not be responsible for delays, interruptions, correct any bugs, errors or omissions in the transmission/reception of the signals/contents. MT does not warrant the truth or validity of the information contained in such content.
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my.t TV App

1.0 Provision of Service

1.1 Only Subscribers having the my.t 4K Smart Box can access my.t TV App service via their mobile devices of iOS and Android operating systems.

1.2 my.t TV App is available exclusively in the territory of Republic of Mauritius.

1.3 my.t TV App can be downloaded on Apple’s App Store and Google’s Play store.

1.4 In addition to these terms and conditions, the Subscriber is also bound by the my.t TV App licence agreement as displayed on the App.

20. Accessing the Service

2.1 After downloading the my.t TV app, a my.t subscriber can adopt one of the following methods to use the my.t TV App:

   1) by calling on 8902,
   2) by visiting the nearest Mauritius Telecom Shop

2.2 The following information shall then be required:

   1) Fixed Line number of subscriber.

2.3 The username and password will be bound to the MAC address of the device and hence, it won’t be possible to activate my.t TV App on a third device with the username/ password of any of the two devices.

2.4 The Subscriber can access my.t TV App on a maximum of two mobile devices at any point in time. In the event that a subscriber wishes to access my.t TV App on a third device, the subscriber will be required to disconnect one of two connected devices which he/she no longer wishes to access my.t TV and connect on the third mobile device.

2.5 Following that, a username/password can be activated for the new device.

2.6 Android device users can directly rent VOD and/or subscribe to TV Pack via my.t TV App.

2.7 iOS device users will have to first rent a VOD and/or subscribe to TV Pack from their 4K Smart Box then watch on their Apple devices.

3.0 Suitability of Content and parental Control

The Service may contain material that the Subscriber may consider not suitable for young audiences therefore it is the Subscriber sole responsibility to exercise parental control.

4.0 Service Content Quality and Rights

4.1 The subscriber acknowledges and agrees that the quality of the display of the Content may vary from device to device, and may be affected by a variety of factors, such as the location, bandwidth available through and/or speed of the internet connection.

4.2 The Subscriber further agrees that availability of Content, quality of content (SD/HD/Ultra HD) and catch-up feature are dependent of rights acquired from Content providers.
5.0 Charges The tariff to access the my.t TV App on the mobile network is specific to each mobile operator. The Subscriber will be charged for the services. Consult MT webpage www.myt.mu for more details.

my.t TV App

6.0 General Terms

6.1 The Subscriber acknowledges that all intellectual property rights in the App, the Service and its Content belong to MT or its licensors, and that the Subscriber has no rights in, or to, the Service, the App or its Content, other than the right to use the Service in accordance with the terms of use.

6.2 The App may contain links to other independent third-party websites (“Third Party Sites”). Third-Party Sites are not under MT’s control, and MT is not responsible for and do not endorse their content or privacy policies. MT is not responsible for any damage or loss which may come to the Subscriber as a result of his/her use of the Third Party Sites.

6.3 The Subscriber acknowledges and understands that Google, YouTube, Chromecast, Android TV and other related marks and logos are trademarks of Google LLC.

6.4 The Subscriber is responsible for the security and proper use of his/her log-in details and password, and all activities of his/her authorized users.

6.5 The Subscriber acknowledges that the use of the Service may require third party software that is subject to third party licenses. The Subscriber agrees that he/

7.0 Disclaimer

7.1 The use of the Service is at the Subscriber’s own risk. By signing in to use the App, and using any part of the Service, the Subscriber agrees that he/she will be responsible for his/her actions and omissions, and for the actions and omissions of his/her authorised Users.

MT cannot guarantee that:

(i) the App will be free from errors or omissions nor that they will be available uninterrupted and in a fully operating condition, or free from viruses or other harmful components.

(ii) all or any features of the Service will work on any particular device.

7.2 The Service may be suspended temporarily and without notice for any reason including without limitation in case of system failure, maintenance or repair or due to events reasonably beyond MT’s control. MT will not be liable to the Subscriber or any authorised user in the event that all or any part of the Service is unavailable, discontinued, modified or changed in any way.
my.t Dual Room

1.0 Provision of Service

1.1 my.t Dual Room is a service from MT which allows the Customer to watch my.t TV Channels in another room, at the same time and same home with same fixed line number.

1.2 my.t Dual Room is applicable to fibre Customers only.

1.3 The minimum period for my.t Dual Room subscription is 12 months.

2.0 Description of Service

2.1 The Service can be supplied through either

2.1.1 Wired Connection; or

2.1.2 Wireless Connection (wireless connection will be available via my.t Powerline if it is connected on the same electricity meter)

3.0 Using the service

3.1 The service is intended for home use only. Any content provided as part of the service and any recordings of such content should only be viewed in the private household or dwelling to which the service is registered. Customer must not:

3.1.1 display any content in retail, business or commercial premises or for any business or commercial purpose; or

3.1.2 show any Channels or any additional TV service to the public or

3.1.3 use this “Dual room” service to extend the my.t home service to other tenants/households in the same building where service is being implemented or any other neighbouring buildings.

4.0 Charges

4.1 The Customer agrees to pay all charges for the Service to MT. The Charges will include the following:

4.1.1 Service rental

The Service rental refers to the monthly fixed charge payable by the Customer.

4.1.2 Installation fee

The Installation fee includes fee payable for technical works carried prior to the release of the Service.

4.2 The installation fee and the monthly service rental will be charged on the Customer telephone bill at the end of each month.

4.3 The charges may be changed from time to time.

5.0 End or suspend

5.1 MT may suspend access to any content, or end the service if:

5.1.1 Customer fails to pay for the service or pay using a method other than that which MT have agreed with Customer; or

5.1.2 Customer uses this “Dual room” service to extend the my.t home service to other...
tenants/ households in the same building where service is being implemented or any other neighbouring buildings.

5.1.3 MT reasonably believes that Customer is using the service in a way that does not comply with these TV service terms.

5.2 If MT ends this Contract for any of these reasons during the minimum period, Customer will have to pay the charges detailed in my.t home terms and conditions.
2.0 Service Description

To subscribe to the TV pack, the subscriber shall access www.myt.mu and shall submit his request online.

3.0 Access to a TV pack via Online Subscription

3.2.1 The subscriber shall be solely responsible for providing correct personal data such as his own valid mobile phone number. In the event, the subscriber wrongly entered his phone number or any other data and he does not receive a verification code, MT shall not be liable.

3.2 To subscribe to the TV pack, the subscriber shall:

3.2.1 Be at least 18 years old,

3.2.2 Be connected to the internet

3.3 Upon request from MT, the subscriber shall provide to MT with proof of identity.

4.0 Tariff

The subscriber agrees to pay a monthly rental in his MT bill upon successful subscription to a TV pack online. The pricing will vary and depend on the TV pack chosen. Details on the prices may be found on my.t website: www.myt.mu
the subscription on the Anniversary Date.
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my.t home

Mauritius Telecom, Edith Cavell Street, Port Louis, Mauritius
Hotline: 8902
Website: www.telecom.mu

April 2019