1. Service Description

1. These Terms and Conditions (“Terms”) govern your use of my.t travel ("the Service") as provided by Cellplus Mobile Communications Ltd ("Cellplus", "we", "our"), which allows customers ("You", "Your") to access mobile data connectivity in various countries using an embedded SIM (eSIM). By using the Service, you acknowledge that you have read, understood, and agree to be bound by these Terms, which are delivered electronically. If you need more information, please visit my.t website.
2. The Service provides mobile data only and do not support voice calls, SMS, or access to the emergency services and a local phone number are not included.
3. The Service is available to all customers in Mauritius, subject to having an eSIM compatible device.
4. The Service may be purchased through my.t website or any other means made available by Cellplus from time to time.

2. Customer Account and Information

1. To use the Service, you must create an account and provide accurate and complete information.
2. You are solely responsible for maintaining the confidentiality and security of your account details and for all activity that occurs under your account.
3. Cellplus shall not be liable for any loss or damage arising from your failure to provide accurate, complete, or up-to-date information.
4. By using the Service, you consent to Cellplus processing your personal data in accordance with its Privacy Policy.

3. Compatibility and Activation

1. To use the Service, you must have an eSIM compatible device. Cellplus shall not responsible if your device is incompatible.
2. You can have up to one active my.t travel Data Plan on each of your devices at any time.
3. After purchase, you will receive instructions for my.t travel installation and activation via email, which you must follow. The eSIM must be activated within three (3) months to twelve (12) months depending on the data plan purchase.
4. Cellplus shall not be liable for any failure to receive, read, or act upon the activation email or QR code.

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5. We recommend installing your eSIM before you travel. A stable internet connection is required for installation and activation.

4. Data Plans and Usage

1. eSIM Data Plans are country/region-specific and are valid for a specified number of days from first use.
2. Data is for personal, non-commercial use only. Resale, use in an untethered modem, or any other abusive usage is prohibited.
3. If you have multiple active plans, the most local plan has priority (country first, then region, /global).
4. You can purchase additional Data Plans within the eSIM validity period. To stay connected beyond the validity period, purchase a new eSIM.
5. The my.t travel Data Plans are recommended to be installed within Mauritius; however, the validity period of such plans shall commence upon activation, irrespective of the location of activation.
6. Unused data will not roll over to the next validity period and will be forfeited.
7. The availability and functionality of the Service or device may vary depending on the laws, regulations, and network conditions in the countries where it is used. While Cellplus endeavors to provide the Service in as many countries as possible, there may be instances where the Service is unavailable or limited due to factors beyond Cellplus' control. In such cases, Cellplus shall not be held liable for any interruptions, limitations, or unavailability of the Service. The provision of the Service is contingent upon coverage furnished by our in-country network affiliates, which is not guaranteed. Moreover, the Service itself is not warranted to be free from defects or immune to interruption. The quality of the Service may be adversely affected by various factors, including but not limited to atmospheric conditions, population density, network congestion, topographical features, proximity to cellular transmission infrastructure, and the structural composition and location of buildings.

5. Pricing, Payment, and Refunds

1. Prices for my.t travel Data Plans are as stated on my.t website and are subject to change.
2. Payment must be made in full at the time of purchase using a valid debit/credit card or my.t money or any other mode that is made available from time to time.
3. All payments transactions are processed in MUR rupees (Rs).
4. Prices include all applicable taxes and fees unless specified otherwise. Your bank may apply a cross-border transaction fee on foreign currency transaction.

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5. All sales are final. No refunds will be provided except for a technical issue originating from Cellplus.

6. Service Limitations, Suspension, and Termination

1. Coverage and data speeds may vary depending on location, network conditions, and other factors outside Cellplus' control.
2. Cellplus may suspend or terminate your account or the Service, without notice, if:
    1. you violate these terms;
    2. you engage in illegal, fraudulent, or abusive activity;
    3. it is necessary to protect the network, comply with legal requirements, or prevent harm to other users.
3. No refund will be provided for any unused portion of the Service if suspended or terminated.
4. Cellplus reserves the right to modify, restrict, or discontinue the Service at any time in accordance with applicable laws and regulations.

7. Intellectual Property

1. All intellectual property rights in the Service and related content are owned by Cellplus or its licensors.
2. You may not copy, modify, distribute, sell, or lease any part of the Service.

8. Liability

1. The Service is provided on an "as is" basis. Cellplus does not guarantee uninterrupted service or warrant that it will meet your specific requirements.
2. To the extent permitted by law, Cellplus shall not be liable for any direct, indirect, incidental, special, consequential or exemplary damages, including but not limited to damages for loss of profits, goodwill, use, data, or other intangible losses.
3. You agree to indemnify and hold Cellplus harmless from any claims, losses, damages, liabilities, costs, and expenses arising from your use of the Service or violation of these Terms.
4. Cellplus shall not be held responsible or liable for any inability on your part to activate your device or data plan in the visiting country, where such inability arises from network limitations, government policies, rules, regulations, or laws that are beyond Cellplus' reasonable control.
5. Cellplus shall not be liable to You, for Your loss of device at any pointing time.

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9. Force Majeure

Cellplus shall not be liable for any failure or delay in performance due to events beyond its reasonable control, such as strikes, lockouts, riots, acts of war, epidemics, governmental regulations or network restriction, fire, communication line failures, power failures, earthquakes or other disasters.

10. Governing Law and Dispute Resolution

1. These Terms and Conditions are governed by the laws of the Republic of Mauritius.
2. Any dispute arising out of or in connection with these Terms shall be submitted to the exclusive jurisdiction of the courts of Mauritius.

11. Amendments

1. Cellplus reserves the right to amend these Terms and Conditions at any time. Continued use of the Service after changes constitutes acceptance of the updated terms.
2. It is your responsibility to review these Terms periodically for any changes.

12. Severability

Any part of any provision of this Terms and Conditions is invalid, unenforceable or illegal shall be enforced as nearly as possible in accordance with its terms but shall otherwise be deemed severed and shall not affect the enforceability of any other part of the terms and conditions, which shall continue to be valid and enforceable to the fullest extent permitted by law.

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Schedule 1: my.t travel for businesses

1.0 Incorporation by Reference

1.1. This Schedule sets out the specific terms and conditions for for businesses.

1.2. In the event of any inconsistency between the provisions herein and the Terms and Conditions for my.t travel [hereinafter referred to as 'Agreement'], this Schedule shall prevail.

1.3. The words and expressions used in this Schedule which are defined in the Agreement, shall have the same meaning as defined in the Agreement unless the context otherwise requires.

2.0 Definitions and Interpretation

In this Schedule, the following words and expressions shall have the following meanings:

Accounts	A business account created on the my.t Business portal.
Client admin	Means the super admin who shall administer the Business Account and any sub-account.
Service	As define in the Terms and Conditions for my.t travel
Sub-Account	An account on the my.t Business portal which has a parent account.

3.0 Nature of Service

3.1. **Nature of Service include:**

(i) To enable business customers to place order for Service for their corporate staff.

3.2. **Feature Changes:** We may add, modify, or discontinue certain features of our Services at our discretion.

4.0 Account Registration

4.1. **Account Creation:** You must complete online onboarding form by providing company details and super admin details on the my.t Business portal on https://www.business.myt.mu . You agree to provide accurate, up-to-date information and promptly update your details if they change.

4.2. **Super Admin Access:** The Super Admin shall receive an automated email notification whether their request has been approved or rejected. On successful registration, Super Admin can log in to portal and manage the company's profile and associated accounts. Super Admin can add more than one account per service and assign fixed line number for billing purposes.

4.3. **Account Security:** Super Admin is responsible for safeguarding the Accounts and accounts credentials. You shall immediately notify us of any unauthorised access or

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abnormal activity or security breach on the Account. For any sub-accountant creation and for orders, You are responsible to have prior authorisation from your superior in your company.

5.0 Order for my.t travel

5.1. Super Admin shall select the travel bundles to cart.

5.2. Super Admin shall assign the staff email address after having the authorisation from your superior.

5.3. Super Admin shall select the fixed line number for billing purposes and confirm the order.

5.4. Each Corporate staff whose email address has been inserted for the Service shall receive a QR code and eSIM installation instructions by email.

6.0 FEES, CHARGES AND BILLING

Billing for each plan selected shall be done on the selected fixed line given at the time of registration.

7.0 CUSTOMER SUPPORT

For any questions, issues, or support, please contact Cellplus customer service on Whats App number 55005001 or email at myttravel@telecom.mu.

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