Specific Terms and Conditions

ALO Offer

1.1 The specific terms and conditions are subject to Mauritius Telecom's (MT's) General terms and conditions for Fixed line and is available at https://www.myt.mu/

1.2 In the event of any conflict between MT's General terms and conditions and this Specific Terms and Conditions, MT's Specific Terms and Conditions shall prevail.

1.3 MT's Specific terms and conditions are subject to change from time to time.

1.4 MT reserves the right to discontinue commercialization of the ALO offers at its discretion.

1.5 Service Description

(a) Only calls from a myt Fixed line to another myt Fixed line is covered under the "ALO 100 offer".

(b) "ALO 400 offer" covers calls from:

i. myt Fixed line to myt Fixed line

ii. myt Fixed line to myt mobile

iii. myt Fixed line to other fixed operators

(c) The following fixed calls are excluded:

i. International calls

ii. Calls to audiotext/premium numbers

1.6 Eligibility

(a) This offer is valid for residential customers in Mauritius and Rodrigues only.

(b) Only one "ALO offer" is allowed per residential line.

(c) The Service is intended for home/personal use only and is not designed for commercial use.

(d) MT reserves the right to terminate the service forthwith if found that the customer is using it for commercial services or activities or in case of abuse or fraudulent use or at its own discretion without prior notice.

1.7 Fair Usage Policy (FUP)

(a) MT reserves the right to use a fair usage policy (FUP) to manage its networks in order to maintain acceptable levels of customer experience.

(b) The ALO offer is subject to a FUP based on number of calls or call duration:

Types of call	Usage per month	ALO 100	ALO 400
myt Fixed to Fixed	Call duration (mins)	3,600	3,600
	Total No. of calls	1,500	1,500
myt Fixed to Mobile	Call duration (mins)		600
Total No. of calls			1,500

MT reserves the right to discontinue the service if the customer exceeds one of the thresholds mentioned above.

(c) The FUP is subject to change from time to time.

(d) If the customer makes abusive use of the ALO offer as determined by MT in its own discretion, MT shall bill the customer the applicable regulated tariff out of the ALO offer charges.

1.8 Minimum Term and Penalty Fee

(a) The Service shall be subject to a minimum term of one (1) year.

(b) A fixed Penalty Fee of Rs 500 (vat incl) shall apply if cancellation/downgrade is done before minimum term of contract which is 1 Year.

Updated July 2026

Telecom Tower, Edith Cavell Street, Port Louis - Mauritius
Call FREE: 8902. Email: contact@telecom.mu
Website: www.myt.mu