General Terms and Conditions

1.0 About these General Terms and Conditions

1.1 These General Terms and Conditions ("General Terms") apply to telecommunications services provided by Mauritius Telecom Ltd ("MT") and govern the contractual relationship between MT and its customers. These General Terms shall apply to all services offered by MT to which they are expressed to apply, including the Fixed Line Services described in the attached Service Schedule, and apply in conjunction with other service-specific terms where the Customer subscribes to additional MT services.

1.2 These General Terms must be read together with:

i. the relevant MT Service Schedule(s); and ii. any applicable Supplementary Terms and Conditions introduced by MT from time to time, including but not limited to:

iii. Terms and Conditions for Broadband Internet Services; iv. Terms

and Conditions for my.t Home Services (TV and Internet); and v.

Any other service-specific terms communicated by MT.

Together, the General Terms, applicable Service Schedules and Supplementary Terms, and any specific written agreements (including the Application Form), constitute the binding Service Agreement between MT and the Customer.

1.3 In the event of any inconsistency or conflict between the MT Terms, and unless expressly agreed otherwise, the following order of precedence shall apply:

(a) Specific terms agreed with the Customer in writing;

(b) The relevant Service Schedule or Supplementary Terms; and(c) These General

Terms.

1.4 Where different versions of the MT Terms exist, the most recent version published on MT's website (www.telecom.mu) shall prevail.

2.0 Definition of Terms

In this Agreement, the following words and expressions (including the schedules to this Agreement) shall have the meaning assigned to them in the list below, unless the context otherwise requires:

Agreement: The General Terms and Conditions, MT Service Schedule, the Application Form where applicable, and any other document specifically incorporated into this Agreement in writing.

Application Form: the application for the Service duly completed and submitted by the Customer to MT, whether in physical form or electronically through MT's authorised channels, including but not limited to Telecom Shops, the official website (www.myt.mu), the my.t mobile app, or such other channels as MT may introduce from time to time.

CLI: Calling Line Identification showing the originating telephone number.

CLIR: Calling Line Identification Restriction whereby the telephone number of the caller is not communicated to the recipient of the call.

Commencement Date: The date on which the Service or part of the Service is made available by MT to the Customer.

Customer: Any individual person or body corporate who applies or subscribes to or utilises the Service provided by MT.

Customer Equipment: Any equipment, including any software that is not part of MT's network and which is owned or controlled by the Customer.

Fees and Charges: Such fees and charges applicable for the provision of the Service as defined by clause 10.0.

ICTA: Information and Communication Technologies Authority.

ICT Act: Information And Communication Technologies Act 2001.

Minimum Period: The minimum period stated in the Application form for the provision of the Service.

MT: Mauritius Telecom Ltd.

MT Equipment: Any equipment, including any software which is owned or controlled by MT.

MT Directory Enquiry Service: The '150' service providing directory information.

Network: The telecommunications network owned and operated by MT to provide fixed and converged information and communication services to the public.

Premises/Customer's premise: The physical address, location, building, or site specified in the Application Form where: (a) the Service is to be installed, delivered, or made available; (b) MT Equipment is to be installed or connected; (c) the Customer has lawful right of occupation, ownership, or authority to authorise MT's access for service provision; and (d) includes all associated infrastructure points necessary for service delivery, whether such location is residential or commercial.

Schedule: A schedule attached to this General Terms.

Service(s): Any telecommunications service that MT provides to a Customer, including but not limited to basic fixed voice service for making and/or receiving a voice call, broadband internet services, television services and any other services as may be offered by MT from time to time, whether individually or as part of a bundled offering.

Term: The duration of the Agreement commencing on the Commencement Date and continuing until terminated in accordance with the provisions of this Agreement. VAS: Value Added Services commencing with the provision of Service.

Working Hours: 8.30 am to 16.00pm between Monday and Friday, excluding Saturdays, Sundays, and public holidays.

3.0 Object

3.1 This Agreement sets out the terms and conditions under which MT provides the Service to the Customer, and under which the Customer accesses and uses the Service.

3.2 This Agreement may be supplemented by additional terms and conditions applicable to other MT services subscribed to by the Customer from time to time, including future services that may rely on MT's fixed-line infrastructure or are bundled with existing Services.

4.0 Customer Request

4.1 A person who wishes to subscribe to the Service shall duly complete and submit an Application Form to MT. By submitting the Application Form, the Customer confirms that the request is intentional, accurate, and binding, and MT shall be entitled to rely on such submission for the provisioning of the Service.

4.2 For the avoidance of any doubt, MT's acknowledgement of receipt of the Application Form shall not constitute an agreement, commitment, or confirmation by MT to provide the Service.

4.3 The Customer shall provide accurate, complete, and up-to-date information to MT at the time of submitting the Application Form. The Customer shall notify MT immediately of any changes to such information. Failure to do so shall release MT from any related obligations, without liability.

4.4 The Customer shall provide a copy of a valid identity document, such as national identity card or passport.

4.5 If the Customer has any outstanding debt with MT or any of its subsidiaries for previously provided telecommunications services, such debt shall be fully settled prior to subscribing to a new Service.

4.6 If the Customer fails to disclose any such outstanding debt with MT or with any of its subsidiaries for the provision of telecommunication services, the Customer shall be required to settle the amount within two (2) working days of notification by MT. Failing this, MT reserves the right to terminate the Agreement immediately and without further notice.

5.0 Provision of Service

5.1 MT will provide the Service(s) to Customer in accordance with the terms of this Agreement, which set out the entire Agreement between MT and the Customer.

5.2 MT provides optional services as listed in the Service Schedule which includes specific terms and conditions in addition to the General Terms.

5.3 Any delivery date for the provision of a Service is an estimate unless the MT Service Schedule provides otherwise.

5.4 The Customer acknowledges that it is technically impracticable to provide a fault free or uninterrupted Service however MT will endeavour to take all reasonable and necessary steps to restore Service as soon as possible. The Customer shall not hold MT liable for any faults, degradation, interruptions, or unavailability of the Service, whether in contract, tort, or otherwise, including any such issues arising from third-party events on networks outside MT's control or from technical incidents such as cyber-related or similar disruptions.

5.5 The Customer accepts that occasionally MT may provide instructions regarding the efficient use of the Service. Customer must follow these instructions.

6.0 Installation and MT Equipment

6.1 MT shall install the applicable Service at the Customer's premises in accordance with the technical requirements for the specific Service subscribed to. The scope of standard installation is detailed in the relevant Service Schedule. Any installation beyond the standard scope may incur additional charges.

6.2 In addition to the general installation provisions above, for Fixed Line Services specifically, MT shall install the basic voice service at the Customer's premises and will provide telephone wiring up to the telephone socket. External cabling between the Customer's premises and another building on the Customer's property or any internal wiring from one telephone socket to another telephone socket is excluded.

6.3 The Customer shall, at his/her sole responsibility and cost, ensure that all necessary permissions or consents are obtained prior to any installation work undertaken by MT at Customer's Premises. This includes, where applicable, obtaining consent from the owner, co-owner, lessor, syndic, or any other third party with legal rights over the premises. MT shall not be held liable for any delay, failure, or inability to proceed with the installation where such permissions are not secured. MT shall also not be liable for any damage alleged to have been caused during installation where it has acted in accordance with the

Customer's instructions or with access provided by the Customer. The Customer agrees to indemnify MT against any claims brought by third parties in such circumstances.

6.4 Where MT is unable to reach the Customer to schedule installation or activation of the Service within sixty
(60) days from the application date, MT may, at its discretion, consider the request as withdrawn or deem it as cancelled.

6.5 Where the Customer requests installation or technical work outside of Working Hours, additional charges shall apply based on MT's applicable rates.

6.6 The Customer shall ensure that any and all equipment connected to or used in conjunction with the Service is a type approved equipment by the ICTA and is connected or used in accordance with the law or regulations applicable.

6.7 The Customer shall keep all MT Equipment including any software installed therein for the provision of the Service in good working conditions (fair wear and tear excepted) and shall comply with all applicable specifications, guidelines and recommendations issued by the manufacturer, distributor, or MT. The Customer shall disconnect or cease to use such equipment upon MT's request

6.8 All fixed phones sold by Mauritius Telecom shall be covered under a limited warranty, effective from the date of purchase, for a period of one year. During this warranty period, Mauritius Telecom will, at its discretion, repair or replace any fixed phone found to be defective due to manufacturing defects or faulty workmanship. This warranty does not cover:

i. damage resulting from misuse, accidents, or unauthorised modifications; ii. loss,

theft, or disappearance of the device; or iii. any issue arising from failure to follow

the usage instructions or warranty procedures.

Customers requiring repair or replacement of their fixed phones must adhere to the procedures which shall be provided by Mauritius Telecom, including providing proof of purchase. On-site technical intervention for faulty fixed phones is not available.

7.0 Customer's Responsibilities

7.1 The Customer shall be responsible for using the Service in compliance with all applicable laws, regulations, and contractual provisions and for paying all charges due for the Service on or before the specified due date. 7.2 The Customer shall be responsible for all the use of the Service, whether by the Customer or any third party.

7.3 The Customer shall be liable for any unlawful use, improper use, defamation, or offences caused or may be caused from the use of the telephone numbers allocated to the Customer, including any such use by third parties to whom the numbers have been provided.

7.4 The Customer shall be responsible for MT Equipment and shall not add to, modify, interfere with, or tamper with such equipment. The Customer shall maintain MT Equipment in good condition and shall be liable to MT for any loss, theft, or damage, whether caused by the Customer or any third party, except for fair wear and tear.

7.5 The Customer shall comply with all reasonable instructions issued by MT relating to health, safety, network security, and the proper use of the Service.

7.6 The Customer does not own the telephone number allocated by MT and shall not sell, transfer, or assign such number to any third party.

7.7 The Customer shall indemnify and hold harmless MT, its subsidiaries, directors, employees and agents against any claims, demands, or legal proceedings brought or threatened by third parties arising from any breach of this Clause 6.0 or misuse of the Service.

8.0 MT's Responsibilities

8.1 MT shall exercise the reasonable skill and care of a competent public telecommunications service and/or network provider in providing the Services to the Customer.

8.2 MT shall in no circumstances be liable to the Customer to the extent that the service is disrupted, degraded, and/or unavailable.

8.3 MT undertakes and warrants that MT Equipment provided to the Customer are type approved by the ICTA.

9.0 Misusing the Service

The Service shall not be used:

9.1 To send offensive, indecent, menacing, nuisance or hoax messages or communications; or

9.2 fraudulently or in violation of any relevant legislation in the Republic of Mauritius.

10.0 Charges

10.1 The Customer agrees to pay all charges for the Service to MT as per MT Service Schedule and calculated using the details recorded by MT.

10.2 The Charges will include the following:

10.3 Line rental / Access charge

The line rental / access charge refers to the monthly fixed charge payable by the Customer.

10.4 Installation fee

The installation fee includes the fee payable for technical works carried out prior to the release of a line and would include, inter alia, wiring at customer's premises, connection at the exchange, etc. and are specified in the Service Schedule.

10.5 Security deposit

The security deposit includes a fee payable to MT which is refundable upon termination of the agreement after deduction of any outstanding debt.

10.6 Call charges

The call charges include communication charges within MT network and from MT network to the network of another operator. The charges are billed as per MT's metering system and are specified in the Service Schedule.

10.7 Other charges

This refers to charges for other services provided by MT and are detailed in the Service Schedule.

10.8 The Customer agrees to pay all charges for the Service, whether the Service is used by the Customer or someone else and upon receipt of MT invoice.

10.9 The charges may be changed from time to time and are subject to changes as may be decided by the Information and Communication Technologies Authority and/or any other authority or body.

11.0 Billing and Payment

11.1 MT shall bill the Customer for the Service based on its own metering system.

11.2 Bills shall be issued to the Customer at the address provided by the Customer to MT, unless the Customer has opted for an available electronic billing method. MT may revise its billing practices from time to time in line with its service or sustainability objectives and may apply charges where applicable.

11.3 MT shall not be held responsible for undelivered bills and the customer should immediately notify MT of any delay or non-receipt of bills.

11.4 Unless otherwise stated in the MT Service Schedule, payment is due on the date specified on the bill.

11.5 The monthly bills shall become payable within 28 days from the date of issuance of the bill failing which, a once off surcharge of 10% shall automatically be applicable on any outstanding balance without the need for any judicial or extra-judicial procedure.

11.6 If the invoice and surcharge remain unpaid after a further period of 14 days, MT may disconnect the Service.

11.7 The payments to be made and the disconnection shall not require the fulfillment of any judicial or extra-judicial formality.

11.8 As part of its credit management procedures, MT may at any time:

11.8.1 Set a credit limit on the amount of consumption. When the Customer has reached the credit limit, MT may decide to block all the Services to the Customer; and/or

11.8.2 MT may ask the Customer for payment in advance before Service is provided.

11.9 MT may request the Customer to provide an irrevocable bank guarantee or non- interest-bearing cash as security in a form and amount acceptable to MT and valid for the duration of the Agreement in addition to the security deposit already provided. The bank guarantee may be requested exclusively in one of the following circumstances:

11.9.1 where the Customer has previously defaulted in one of the conditions of an agreement with MT or any of its subsidiaries for the provision of telecommunications services;

11.9.2 temporary subscription; or

11.9.3 the Customer has subscribed to at least 3 telephone lines installed by MT at the same address.

11.10 In the event the Customer fails to provide the bank guarantee, the telephone line of the Customer will be outgoing barred and the Customer will be able to receive incoming calls only, until such time that a valid bank guarantee has been provided.

11.11 If MT has any doubt as to whether the contractual terms will be met, MT may ask the Customer for a deposit at any time, as security for payment of future bills.

11.12 If the Customer disputes any charge on a bill, the Customer must first settle the disputed invoice as raised by MT by the due date. The Customer must notify MT in writing within 14 days of the date of the bill with all relevant information.

12.0 Limitation of Liability

12.1 The Customer shall indemnify and hold harmless MT, its subsidiaries, its officers, employees, and agents against any claim, demand, action, damage, loss, liability, or expense (including legal fees) arising out of or in connection with any fraudulent, unlawful, or improper use of the Service, or any modification, tampering, or unauthorised access to MT's Services or Equipment by the Customer or any third party under the Customer's control.

12.2 MT shall not be liable for any loss, damage, liability, cost, or inconvenience arising from any unlawful use of its Services or from any use of the Services in breach of this Agreement.

12.3MT shall further not be liable for any interruption, degradation, unavailability, or failure of the Service, whether direct or consequential, caused by any event beyond MT's reasonable control. This includes, without limitation: any failure by the Customer to provide access to MT at the Site; damage or interference to MT infrastructure by the Customer or third parties; loss of use of poles, cables, ducts, or related utility

infrastructure; strike, lockout, or other industrial action; riot, civil commotion, or insurrection; war, armed conflict, or terrorism; malicious damage or sabotage; fire, flood, lightning, earthquake, cyclone, extreme weather, or other acts of God; power failure or voltage fluctuation; or any court order, law, act or order of government restricting or prohibiting the operation or delivery of the Service(s). For the avoidance of doubt, MT shall not be liable for any impact caused by the degradation, suspension, or failure of third-party infrastructure to which MT's network is interconnected.

12.4 MT's total liability to the Customer for any claim, whether in contract, tort, negligence, or otherwise, shall not exceed the total amount paid by the Customer for the Service giving rise to the claim during the three (3) month period immediately preceding the event giving rise to the liability.

13.0 Force Majeure

Neither Party will be liable for any breach of this Agreement which is caused by a matter beyond its reasonable control including without limitation to, acts of God, riots, fire, earthquake, lightning, explosion, war or armed conflict, acts of terrorism, disorder, flood, industrial disputes (whether or not involving their employees), attacks, undersea fibre cuts, damage or breakdown of transmission of a third party's technical system, extremely severe weather, disaster, acts of local or central Government or other competent authorities and generally any acts, events, omissions, happenings or non-happenings beyond MT's reasonable control.

14.0 Cancellation

The Customer may cancel this Agreement or any part of the Service at any time before MT provides the Service. In this event the Customer shall pay to MT for any work done or money spent in starting works for the provision of the Service. MT will take reasonable steps to limit the amount of its costs.

15.0 Termination

15.1 The Customer may terminate the Service by giving MT not less than one month's prior written notice thereof (or as may be prescribed by MT for this purpose).

15.2 MT may suspend (indefinitely or for such period as MT may consider appropriate) or terminate any Service at any time by providing at least 15 days' notice thereof to the Customer. MT may also terminate any VAS or component of the Service if, in its sole discretion, it considers that the continued provision of such service is no longer in the public interest or commercially justifiable.

15.3 MT may suspend the Services or terminate this Agreement immediately without notice, and claim for any losses or expenses incurred by MT:

(a) If the Customer fails to pay any amount then due or owing, or fails to comply with the terms and conditions of this Agreement;

(b) If it is reasonably believed, that the Service is being, or is intended to be, used for a purpose that contravenes the ICT Act or any Regulation or any other law or any regulation, or is in breach of the Agreement; (c) to prevent any fraud;

(d) where it is so directed by the Authority;

(e) in any situation of force majeure; or

(f) where the Customer's use of the Service poses a security risk to MT's network or other customers' services.

15.4 On termination of this Agreement:

(a) the Customer shall cease to use the Service immediately;

(b) all sums due or accrued by the Customer to MT under the Agreement shall upon termination become immediately due and payable to MT; and

(c) the Customer shall return all MT Equipment in accordance with clause 15.6.

15.5 MT reserves the right not to enter into any further agreement with any party who has been in breach of the present Agreement.

15.6 The Customer shall return all MT Equipment, to any myt Shop within thirty (30) calendar days of the effective date of the cancellation, termination or expiry of the Agreement or of the Service for any reason whatsoever, including termination by MT under clause 15.2 or 15.3 and disconnection or suspension for non-payment pursuant to MT's credit management procedures under clauses 11.6 and 11.8. MT is under no obligation to collect MT Equipment from the Customer's premises. Where any MT Equipment is not returned within that period, or is not returned in good condition (fair wear and tear excepted), MT shall charge the Customer: (a) a fixed charge of Rs 5,000 for the unreturned terminal equipment , representing its replacement value; and (b) where applicable, any other charges (including parts and components) at MT's prevailing rates. For the avoidance of doubt, the fixed charge under (a) is a single charge, irrespective of the number of items not returned, unless the terms and conditions specific to a particular service provide otherwise. Such charges may be deducted from the security deposit under clause 10.5, without prejudice to MT's right to recover any balance.

16.0 Dispute and Complaints

16.1 MT shall endeavour to resolve all disputes and complaints promptly and in a satisfactory manner.

16.2 All complaints must be submitted in writing to MT via official channels (e.g. Telecom Shops, MT website, or other means made available by MT from time to time).

16.3 Billing Disputes

16.3.1 Any billing dispute must be raised in writing within fourteen (14) calendar days of the bill date, together with all relevant information supporting the dispute.

16.3.2 The Customer shall remain fully liable to settle all charges, fees, rentals, costs, or any other amounts appearing on MT's bill by the specified due date, notwithstanding any dispute raised for any reason whatsoever. MT reserves the right to apply late payment interest or penalties in accordance with its applicable terms.

16.3.3 Where a billing dispute is resolved in favour of the Customer, MT shall refund to the Customer any overcharged amount free of interest.

16.4 Other Disputes

16.4.1 All other disputes not relating to billing shall be addressed by MT using its best endeavours within thirty
(30) calendar days to the satisfaction of both Parties.

17.0 Commencement and Duration

This Agreement commences on the Commencement Date and continues until terminated by the Customer or MT in accordance with the Agreement.

18.0 Assignment

18.1 The Customer shall not assign, transfer, or otherwise dispose of any of its rights or obligations under this Agreement, in whole or in part, without the prior written consent of MT, which may be withheld in MT's absolute discretion.

18.2 MT may assign or novate this Agreement, in whole or in part, to any affiliate, successor, or third-party service provider without requiring the Customer's consent.

18.2 MT may assign or novate this Agreement, in whole or in part, to any affiliate, successor, or third-party service provider without requiring the Customer's consent.

18.3 Where MT assigns or novates this Agreement, the Customer shall be notified in writing or through a general notice on MT's official website.

19.0 Use of Customer Information and Data Protection

19.1 MT shall collect, use, process, store and share Customer personal data strictly in accordance with the provisions of the Data Protection Act 2017 (as may be amended from time to time), any other applicable laws of Mauritius, and MT's Privacy Policy (available at www.telecom.mu).

19.2 Personal data may be used for the purpose of delivering and administering the Service, improving MT's service offerings, complying with legal obligations, and where the Customer has consented for marketing MT's products and services.

19.3 The Customer may, at any time, withdraw consent or opt out of receiving marketing communications by notifying MT in writing or through other channels provided by MT.

19.4 MT shall implement appropriate technical and organisational measures to protect Customer data against unauthorised disclosure or access.

19.5 By subscribing to the Service, the Customer acknowledges that they have read, understood and agreed to the terms of MT's Privacy Policy, which may be updated from time to time.

20.0 MT Directory Enquiry Service

20.1 The telephone number together with the physical address details of the Customer shall be made available MT Directory Enquiry Service '150' unless the Customer expressly requests otherwise.

20.2 Where the Customer requests that his/her telephone number not be made available via MT Directory Enquiry Service '150', MT shall not be held liable if a third party equipped with facilities enabling a called party to identify the caller's number, is able to do so.

20.3 MT may be required by the ICTA to change the telephone number allocated to the Customer. In such case, the Customer shall be duly informed.

21.0 Follow Me

The customer can activate this service at any time by dialing "*21*" on your fixed line, followed by the desired telephone number to which you wish to redirect calls, pressing "#", waiting for the confirmation tone and hanging up. Upon activation you will be charged Rs 20 (excluding VAT) on your monthly bill. While the service is active, all calls diverted from your fixed line to the desired number will be charged at the applicable rate. You can deactivate this service at any time by dialing "#21#", wait for the confirmation tone and hang up.

22.0 CLIR

22.1 When subscribing to CLIR, the Customer shall provide proof of Identity, proof of address and state the reasons for requesting the service. MT reserves the right to refuse the provision of CLIR to any Customer on grounds of security, regulatory requirements, or to prevent nuisance or annoyance calls.

22.2 CLIR shall not be provided in case of bulk connections, call centres or for telemarketing services.

22.3 Where CLIR is activated, the Customer acknowledges and accepts that the telephone number may still be displayed for security purposes, emergency services, or when text messages are issued for missed call alerts.

22.4 MT makes no warranty that the CLIR service will function without interruption or error and may occasionally necessitate modifications or technical assistance.

23.0 Intellectual Property Rights

23.1 All intellectual property rights in the Services, software, content, and Equipment provided by MT belong to MT or its licensors.

23.2 Customer acquires no ownership rights except the limited right to use the Service in accordance with these General Terms.

23.3 Customer shall not copy, modify, reverse engineer, or create derivative works from any MT intellectual property.

23.4 Any feedback or suggestions provided by Customer to MT may be used by MT without restriction or compensation.

24.0 Amendment

MT reserves the right to amend the terms and conditions herein contained at any time and/or from time to time including the charges and tariffs applicable to the services and the Customer shall be bound by the Terms and conditions so amended.

25.0 Severability

If any provision of this Agreement shall be unlawful, void, or for any reason, unenforceable, it shall be deemed severable and shall in no way affect the remaining terms of the Agreement.

26.0 Notifications

Any notice, invoice or other communication under this Agreement shall be deemed to have been duly given if delivered to the Customer either (i) by post to the address provided in the Application Form; or (ii) electronically to the email address, mobile number, or digital account associated with the Customer's Service, as maintained in MT's records. The Customer shall ensure that all contact details provided to MT remain accurate and up to date.

27.0 Governing Law and Jurisdiction

These General Terms and Conditions and any claims or disputes arising out of, relating to or in connection with it, as well as the arbitration procedure, shall be governed by and construed in accordance with the laws of Mauritius

MT SERVICE SCHEDULE

Fixed Line Services

Fixed Line	Residential**	Business**
Refundable Security Deposit	Rs 1,000	Rs 2,000
Installation of New Line	Rs 2,000	Rs 2,500
Transfer of Line	Rs 1,000	Rs 2,500
Installation of Extension	Rs 1,500	Rs 1,500
Renew Internal Wiring	Rs 1,500	Rs 1,500
Re-Routing of Drop wire	Rs 1,500	Rs 1,500
Shift Telephone Installation – from one room/office to another	Rs 1,500	Rs 1,500
Intervention fee	Rs 700	

Important **Tariffs advertised are for office hours only. An additional fee of Rs 500 will be charged for any installation outside office hours upon the customer's request.**

Special Services	
Change Telephone Number	Rs 200
Disconnect/Reconnect Line	Rs 100
Bar/Unbar Outgoing Calls	Rs 100
Bar/Unbar Incoming Calls	Rs 100
Request for Ex-directory	Free
Re-insertion of name in directory	Free
Additional entry in directory	Free

Value Added Services	
Follow Me	Rs 10 Monthly
Call Waiting	Rs 10 Monthly
Phone Lock	Rs 20 Monthly
CLI Presentation	Rs 20 Monthly
CLI Restriction	Rs 50 Monthly
3-Way Conference	Free
Voice Mail	Free

**Office hours from Monday to Friday 8.00 to 16.30
After office hours from Monday to Friday 16.30 to 18.30 including Saturday & Public Holidays 8.00 to 16.00

Tariffs may be subject to change without notice.
All our prices are subject to VAT except for Security Deposit and Rental of line
Intervention fee is inclusive of VAT