

Specific Terms and Conditions

Work From Home (WFH) Special Offers

1.0 Scope

- 1.1 These Terms and Conditions (“WFH T&Cs”) govern the Special Work From Home Offers (“WFH Offers”) made available by Mauritius Telecom Limited (“MT”) to eligible Subscribers during the Offer Period defined herein.
- 1.2 The WFH Offers are special offers designed to enable existing residential Subscribers of MT’s my.t home broadband-only and my.t home broadband & TV to upgrade to a WFH-designated internet connectivity offer at preferential conditions in order to facilitate remote working.
- 1.3 These WFH T&Cs shall be read in conjunction with, and are supplemental to, MT’s General Terms and Conditions for Fixed Line Services, the Terms and Conditions for my.t home (including the Broadband Internet Specific Conditions and the Broadband & TV Specific Conditions), and any other applicable terms governing the Subscriber’s existing service (collectively, the “General T&Cs”). In the event of any conflict between these WFH T&Cs and the General T&Cs, the provisions of these WFH T&Cs shall prevail to the extent of such conflict and for the duration of the Offer Period only.
- 1.4 By subscribing to or accepting a WFH Offer, the Subscriber acknowledges having read, understood and agreed to be bound by these WFH T&Cs.

2.0 Definitions and Interpretation

- 2.1 Unless the context otherwise requires, capitalised terms used herein shall have the meanings ascribed to them in the General T&Cs. In addition, the following terms shall have the meanings set out below:

Broadband-Only WFH Offers: means the WFH Offers applicable to Subscribers currently on MT’s broadband-only (internet without TV) service plans, as published on the WFH Dedicated Webpage.

Broadband & TV WFH Offers (or TV&BB WFH Offers): means the WFH Offers applicable to Subscribers currently on MT’s broadband and TV combined service plans, as published on the WFH Dedicated Webpage.

Offer Period: means the period commencing on 10 April 2026 and ending on such date as MT shall notify Subscribers, unless MT exercises its right to extend or curtail the Offer Period in accordance with Clause 11 hereof.

Original Service: means the my.t home service plan to which the Subscriber was subscribed immediately prior to upgrading to a WFH Offer.

Premium TV Packs: means the premium television content packages included in certain my.t home broadband & TV service plans.

Subscriber: means an existing residential subscriber of MT's my.t home services who is eligible for and subscribes to a WFH Offer in accordance with these WFH T&Cs.

Wi-Fi 7 ONT: means the latest-generation Optical Network Terminal device supporting Wi-Fi 7 technology.

WFH Dedicated Webpage: means the webpage accessible at <https://www.myt.mu> (or such other URL as MT may designate) through which the WFH Offers are promoted.

3.0 Eligibility

- 3.1 The WFH Offers are available exclusively to existing residential Subscribers of MT's my.t Fibre Home Internet services. New customers who do not have an active my.t fixed line or my.t home subscription at the time of their request are not eligible for the WFH Offers.
- 3.2 To be eligible for a WFH Offer, the Subscriber must hold an active and fully paid-up my.t home broadband-only or my.t home broadband & TV service subscription.
- 3.3 To be eligible for a WFH Offer, the Subscriber must have been subscribed to his/her current my.t home service plan as at the commencement date of the Offer Period (being 10 April 2026). Any Subscriber who has downgraded or who downgrades his/her existing my.t home service plan on or after the commencement date of the Offer Period (including during the Offer Period) shall not be eligible for a WFH Offer. For the purposes of this clause, a downgrade means any reduction in the Subscriber's

internet speed tier or any change from a broadband & TV plan to a broadband-only plan.

3.4 The WFH Offers are intended for residential and private use only and shall not be made available for business or commercial premises.

3.5 Each Subscriber shall be entitled to subscribe to one WFH Offer only per active service line.

4.0 Description of WFH offers

A. Broadband-Only WFH Offers

4.1 The Broadband-Only WFH Offers enable existing broadband-only Subscribers to upgrade to a WFH-designated offer at the same monthly rental fee and data allowance applicable to the equivalent speed tier under their existing plan. Full details of available Broadband-Only WFH Offers, including applicable speeds, monthly fees and data allowances, are published on the WFH Dedicated Webpage

4.2 Where applicable, the WFH Offer may include the provision of a Wi-Fi 7 ONT, subject to the additional charges specified in Clause 4C below.

4.3 The WFH Offers are available to Subscribers on eligible speed tiers only. Subscribers on speed tiers for which no WFH Offer is available are not eligible to upgrade under these WFH T&Cs.

B. Broadband & TV WFH Offers

4.4 The Broadband & TV WFH Offers enable existing TV&BB Subscribers to upgrade to a WFH-designated offer at a nominal fee. Full details of available Broadband & TV WFH Offers, including applicable speeds, monthly fees, data allowances and included TV content, are published on the WFH Dedicated Webpage.

4.5 Subscribers should note that certain TV&BB WFH Offers include Basic TV content only. Accordingly, Subscribers who currently benefit from Premium TV Packs under their existing TV&BB plan will no longer have access to such Premium TV Packs for the duration of their subscription to the TV&BB WFH Offer. The Subscriber acknowledges and accepts this upon subscribing to the WFH Offer. Premium TV Packs shall be reinstated upon reversion to the Original Service in accordance with Clause 8.

4.6 Clause 4.3 applies equally to the Broadband & TV WFH Offers.

C. Wi-Fi 7 ONT Upgrade

4.7 Where applicable, the WFH Offers may include the provision of a Wi-Fi 7 ONT at an additional monthly charge. The applicable Wi-Fi 7 ONT charges for each WFH Offer are published on the WFH Dedicated Webpage. All charges are inclusive of VAT unless otherwise stated.

4.8 Where an ONT replacement is required, MT shall contact the Subscriber to arrange a convenient appointment for the ONT swap at the Subscriber's premises.

4.9 For full details of all WFH Offers, including pricing, data allowances, Wi-Fi 7 ONT charges, please check WFH Dedicated Webpage including the FAQs.

5.0 No minimum term or commitment

5.1 The WFH Offers are provided on a flexible, no-commitment basis. There is no minimum subscription period or contractual commitment attached to any WFH Offer.

5.2 The Subscriber may revert to their Original Service at any time during or after the Offer Period, without penalty, early termination fee or any other charge, subject to Clause 8 below.

5.3 Upon the Subscriber's subscription to a WFH Offer, any existing minimum subscription period or contractual commitment applicable to the Subscriber's Original Service shall cease. Where the Subscriber subsequently reverts to their Original Service (or the closest equivalent standard offer), such reversion shall be treated as a new subscription and a new minimum subscription period shall apply in accordance with the terms then in force for that service. .

6.0 Subscription process

6.1 Eligible Subscribers may subscribe to a WFH Offer through the following channels:
(a) Online: Subscribers may subscribe to or upgrade to a WFH Offer online through the WFH Dedicated Webpage. Where applicable, the speed upgrade shall be applied automatically upon completion of the online request.

(b) Hotline: Subscribers may contact my.t on 8902 for assisted subscription, including requests for additional services such as my.t everywhere or Smart Wi-Fi Mesh.

(c) Telecom Shops: Subscribers may visit any MT Customer Service Centre (Telecom Shop) to subscribe to a WFH Offer in person.

6.2 MT reserves the right to verify the Subscriber's eligibility and to request such information or documentation as it may reasonably require prior to processing any WFH Offer upgrade.

7.0 Charges and billing

7.1 The monthly rental fees applicable to each WFH Offer are as published on the WFH Dedicated Webpage. All fees are inclusive of VAT unless otherwise stated.

7.2 Billing for the WFH Offer shall commence from the date the upgrade is activated on the Subscriber's line.

7.3 Standard billing terms as set out in the General T&Cs shall apply. For the avoidance of doubt, WFH Offer charges shall appear on the Subscriber's regular MT bill.

8.0 Reversion to original service

8.1 Upon expiry of the Offer Period, or at any time during the Offer Period at the Subscriber's request, the Subscriber shall be entitled to revert to their Original Service without penalty, additional charge or loss of any rights accrued under the Original Service.

8.2 Where the Subscriber reverts to their Original Service:

(a) the Subscriber's internet speed shall be adjusted back to the speed applicable under the Original Service;

(b) if the Subscriber was on a TV&BB plan, the Subscriber's Premium TV Packs entitlement (if any) shall be reinstated in accordance with the terms of the Original Service;

(c) the monthly rental fee shall revert to the fee applicable under the Original Service;

(d) the Wi-Fi 7 ONT, where provided under the WFH Offer, shall remain installed at the Subscriber's premises and the applicable additional monthly charge shall cease, unless the Subscriber elects to continue benefiting from the Wi-Fi 7 ONT, in which case the applicable charges shall continue to apply.

- 8.3 MT shall notify Subscribers of the end of the Offer Period with reasonable advance notice (no less than seven (7) calendar days). Upon such notification, if the Subscriber takes no action, MT shall automatically revert the Subscriber to the Original Service.
- 8.4 Notwithstanding the foregoing, where the Subscriber wishes to retain the WFH Offer service configuration beyond the Offer Period, the Subscriber may migrate to the closest equivalent standard offer then available in MT's commercial portfolio, subject to the terms and conditions applicable to such standard offer (including any minimum subscription period).

9.0 Data allowance and fair use

- 9.1 Each WFH Offer includes a monthly data allowance as published on the WFH Dedicated Webpage.
- 9.2 Upon exhaustion of the monthly data allowance, the Subscriber's internet speed shall be reduced in accordance with MT's prevailing Fair Use Policy, as published on the my.t website.
- 9.3 The monthly data allowance is non-transferable and non-cumulative. Unused data from one billing cycle shall not be carried forward to the next.

10.0 Equipment

- 10.1 Any ONT (including the Wi-Fi 7 ONT) provided by MT remains the property of MT at all times. The Subscriber shall take reasonable care of the ONT and shall not tamper with, modify, or relocate the equipment without MT's prior written consent.
- 10.2 Upon termination or reversion of the WFH Offer, MT reserves the right to retrieve or replace the ONT as it deems appropriate.
- 10.3 The Subscriber shall be liable for any loss of or damage to the ONT (other than normal wear and tear) while in the Subscriber's possession.

11.0 Modification, extension and early termination of the offer

- 11.1 MT reserves the right, at its sole discretion, to modify, suspend, extend or terminate the WFH Offers, including any applicable prices, speeds, data allowances or other features thereof, at any time, provided that:

- (a) any modification, suspension or early termination shall be notified to Subscribers with no less than seven (7) calendar days' notice;
- (b) no modification shall increase the Subscriber's monthly rental fee during the Offer Period without the Subscriber's prior consent;
- (c) in the event of early termination of the WFH Offers by MT, Subscribers shall be entitled to revert to their Original Service in accordance with Clause 8.

11.2 MT may extend the Offer Period by written notice published on the my.t website and/or the WFH Dedicated Webpage.

12.0 Limitation of liability

12.1 MT, its subsidiaries, shareholders, directors, employees or agents shall not be liable to the Subscriber for any loss, damage, cost or expense (whether direct, indirect, incidental, consequential or otherwise) arising out of or in connection with:

- (a) any interruption, suspension, delay, degradation or unavailability of the WFH Offers or any part thereof, howsoever caused;
- (b) any variation in internet speed, including any failure to achieve the maximum advertised speed, which may be affected by factors including but not limited to network congestion, the Subscriber's internal wiring, equipment, Wi-Fi interference, the number of connected devices, and the capabilities of the Subscriber's devices;
- (c) any loss of data, loss of revenue, loss of profit, loss of business or loss of anticipated savings;
- (d) any act, omission or default of third parties, including but not limited to content providers, internet service providers upstream of MT's network, or equipment manufacturers;
- (e) any force majeure event, including but not limited to natural disasters, epidemics, civil unrest, government action, power failures, fibre cuts, or any event beyond MT's reasonable control; or
- (f) any decision by the Subscriber to upgrade to a WFH Offer, including any loss of Premium TV Packs or change in service features resulting from such upgrade.

12.2 Without prejudice to the generality of the foregoing, MT makes no warranty or representation, express or implied, that the internet service provided under the WFH Offers will be uninterrupted, error-free or free from viruses or other harmful components.

13.0 General provisions

- 13.1 The WFH Offers are for residential and private use only and may not be used for commercial, business or re-sale purposes.
- 13.2 The WFH Offers are non-transferable and may not be assigned to any third party.
- 13.3 The Subscriber's use of the internet service under the WFH Offer remains subject to MT's Acceptable Use Policy as published on the my.t website.
- 13.4 MT's collection, use and processing of the Subscriber's personal data in connection with the WFH Offers shall be governed by the Data Protection Act 2017 and MT's Privacy Policy, available on the my.t website.
- 13.5 If any provision of these WFH T&Cs is held to be invalid, illegal or unenforceable by a court of competent jurisdiction, such provision shall be severed and the remaining provisions shall continue in full force and effect.
- 13.6 These WFH T&Cs, together with the General T&Cs and any other terms expressly referenced herein, constitute the entire agreement between MT and the Subscriber in respect of the WFH Offers.
- 13.7 These WFH T&Cs shall be governed by and construed in accordance with the laws of the Republic of Mauritius.
- 13.8 Any dispute arising out of or in connection with these WFH T&Cs shall be subject to the exclusive jurisdiction of the courts of the Republic of Mauritius.

14.0 CONTACT INFORMATION

For queries related to the WFH Offers, Subscribers may contact my.t on its hotline: 8902