

Terms and Conditions

eBill

1.0 Incorporation by reference

These terms and conditions (hereinafter referred to as "Terms") shall apply in addition to the Fixed Line General Terms and Conditions and any specific terms and conditions of the corresponding services (hereinafter referred to as "Agreement") as offered by Mauritius Telecom Ltd and its subsidiaries including Cellplus Mobile communications Ltd (together hereinafter referred to as "Service Provider").

In the event of any inconsistency between the Terms herein and the Agreement, the Terms herein shall prevail.

2.0 Definitions

Bill: means invoice or statement issued by Service Provider for the Service comprising the Charges and/or other sums due and/or payable by Customer to Service Provider.

Billing Email Address: means the Customer email address provided via the Subscription Platforms to receive all Bills, advertisements, and/or other otherwise.

Billing Mobile Number: means the Customer's mobile phone number provided via Subscription Platforms to receive Bills or notifications via SMS.

Bill by Email: means the electronic Bill sent to the Customer on his Billing Email Address for the service.

Bill by SMS: means a notification or link to an electronic Bill sent via SMS to the Billing Mobile Number.

Subscription Platforms: refers to the various platforms made available by the Service Provider to subscribe to the Bill by Email or SMS service which include application forms, myt website and mobile application.

3.0 The Bill by Email and SMS Service

3.1 The Service is an electronic invoicing system operated by the Service Provider for customers where the Customers to opt to receive their Bills via email, SMS and/or any such digital, or electronic means which the Service provider may make available from time to time for payment purposes.

3.2 The Customers acknowledge and agree that once registered to Bill by Email, despatch of Bills to the Customer by post by the Service Provider shall cease. Similarly, for Bill by SMS, Customers will receive notifications or links to their Bills via SMS.

3.3 Customer shall be responsible to provide the correct contact details (Billing Email Address and/or Billing Mobile Number). Failure to do so may lead to an accumulation of Bills and Service Provider shall not be responsible for any undelivered Bills and applicable surcharges.

3.4 MT/ Cellplus may send bills, invoices, or other relevant account information via SMS, email, WhatsApp, or any other electronic or multimedia communication channels. By continuing to use any of MT or Cellplus' services, the Customers consent to receive such communications through any of these methods. Customers must keep their contact details up to date to avoid any disruption in receiving important billing information.

4.0 Registration for the Service

4.1 The Customers may register for the service via Subscription Platforms by providing a valid Billing Email Address and/or Billing Mobile Number. Once registration is completed, the customer shall be eligible to receive his/her Bill by email and/or SMS as from next billing cycle.

4.2 Any Bill sent to the Billing Email Address or Billing Mobile Number of the Customer shall be deemed to have been received by the Customer immediately upon transmission by the Service Provider. It shall be the Customer's responsibility to notify Service Provider at least 1 month in advance of any changes to their contact details.

4.3 Delivery of Bills by Email and/or SMS or by electronic means is automated and requests for re-send cannot be processed. Customer shall have to request for duplicate bills in such cases by contacting the Service Provider via the platforms made available.

4.4 Customers acknowledge that whilst E-mail and Mobile Number are used as a means of communication between Customer and MT, Customer shall assume the risks inherent in such form of communication including the risks of non-delivery, wrong delivery, disruption of delivery or truncated or illegible delivery. MT shall not be liable to Customer for non-delivery of electronic Bill, any damages arising by reason of use of such communication. This includes damages from failure to deliver due to size of attachment since size of electronic Bills may depend on the communication sessions of Customer and may vary from month to month.

5.0 Service Availability and Liability

Delivery of Bills is subject to network availability, functionality of Customer's device and email/SMS systems and size of attachment of the electronic Bills. The Service Provider makes no guarantee regarding uninterrupted service.

6.0 Cancellation and Termination

6.1 Service Provider reserves the right to cancel access to the eBill Service if there is reason to believe that the Customer's account is being unlawful accessed, or the Service is being used in anyway that is contrary to law.

6.2 Service Provider reserves the right to withdraw the eBill Service at any time upon reasonable notice.

7.0 Amendments

These terms and conditions may be amended by Service Provider at any time.

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