

Terms and Conditions

my.t protect Parental Control

1. Introduction

- 1.1 These Terms and Conditions (“Terms”) govern your access to and use of the my.t protect Parental Control app-based parental control service (the “Service”), provided by Cellplus Mobile Communications Ltd (“we”, “our”, or “us”).
- 1.2 By subscribing to or using the Service, you acknowledge that you have read, understood, and agree to be bound by these Terms in their entirety. If you do not agree to these Terms, you must not use the Service.
- 1.3 The Service is provided in conjunction with the Norton Family Application developed and maintained by Gen Digital Inc. (“Norton”). Your use of the Norton Family Application is also governed by the General Terms and Conditions applicable to my.t mobile Prepay and Postpay services (“General T&Cs”) available at www.myt.mu and Norton’s License and Services Agreement, Terms of Sale, and Privacy Policy (“Norton Terms”), which you must accept as part of the setup process.

2. Definitions

- 2.1 In these Terms, unless the context otherwise requires:
- (a) **Child** means any individual under the age of eighteen (18) years;
 - (b) **Parent Device** refers to the device used by you to monitor, manage, and configure the Service;
 - (c) **Protected Device** refers to any compatible device on which the Norton Family Application has been installed and linked to your account for monitoring the Child;
 - (d) **Supported Platforms** include Windows, Android, and iOS. (*Norton Family is not supported on macOS or Huawei Harmony OS*)
 - (e) **Subscribers** refer to the person legally authorised to subscribe to the Service, typically a parent or legal guardian.

3. Service Description and Scope

- 3.1 The Service provides the Subscriber with access to device-level parental control features, including but not limited to:
- (a) **Web Supervision**, which allows the monitoring and filtering of websites accessed by the Child;
 - (b) **Time Supervision**, allowing the Subscriber to establish device usage schedules and daily or weekly screen time limits;
 - (c) **Search Supervision**, which enables monitoring of search queries entered by the Child;

- (d) **Video Supervision**, which allows monitoring of videos viewed by the Child;
- (e) **Location Supervision**, allowing the tracking of the Protected Device's geographic location;
- (f) **App Supervision**, which enables monitoring and control over applications installed on the Protected Device;
- (g) **School Time**, which restricts device usage during designated school hours; and
- (h) **Instant Lock**, allowing the Subscriber to remotely lock the Protected Device on demand.

3.2 Each subscription permits the monitoring of up to fifteen (15) Protected Devices, subject to the limitations of the Service and the Norton Family Application.

3.3 The Service is voluntary and supplementary; it does not replace the legal and moral obligations of the Subscriber to supervise, educate, and guide the Child in online safety and digital conduct.

4. Subscriber Obligations

4.1 The Subscriber warrants and represents that they are at least eighteen (18) years of age and are the legal parent, guardian, or otherwise authorized individual with rights over the Child.

4.2 The Subscriber undertakes to provide accurate, complete, and current information when subscribing to the Service and during the setup of the Norton Family Application.

4.3 The Subscriber shall ensure that:

- (a) the Parent Device and Protected Devices meet the minimum system requirements (please refer to <https://us.norton.com/products/norton-family> for more details) and are maintained in good working order;
- (b) the Norton Family Application is properly installed, configured, and updated on all relevant devices;
- (c) login credentials, including account passwords, PINs, and access codes, are kept confidential and secure;
- (d) the Child is actively supervised at all times and educated on responsible internet use; and
- (e) the Subscriber complies with the Norton Terms in addition to these Terms throughout the subscription period.

5. Limitations and Disclaimers

5.1 The Service is provided on an "as is" and "as available" basis. While the Service is designed to assist in monitoring and controlling the Child's online activities, we make no guarantees regarding:

- (a) the complete blocking of harmful or inappropriate content;
- (b) uninterrupted or error-free operation of the Service or the Norton Family Application;
- (c) the accuracy or availability of location data; or
- (d) the functionality, performance, or continued availability of the Norton Family Application.

5.2 You expressly acknowledge that:

- a) the Child may circumvent the Service by uninstalling the application, using unmonitored devices, or employing alternative internet access methods;
- b) the Service relies on content categorization and filtering technologies maintained by Norton, which may not be complete, accurate, or current;
- c) some legitimate content may be inadvertently blocked, and some harmful content may not be blocked;
- d) we are not responsible for any harm, direct or indirect, caused to the Child as a result of content exposure or Service limitations.

6. Payment and Subscription

6.1 The Service is offered on a subscription basis, with fees, billing cycles, and payment methods as published on our website or communicated at the point of sale.

6.2 The initial subscription term for the Service is one (1) year from the date of activation.

6.3 Subscriptions shall not be subject to automatic renewal. Cellplus will issue a renewal notice by email and/or SMS at least 30 days prior to the subscription expiry date. Renewals options from Norton automated by the application are not covered by Cellplus and may be more costly.

6.4 The Subscriber is responsible for providing accurate payment information and maintaining sufficient funds or credit to cover subscription charges.

6.5 Cellplus reserves the right to adjust subscription pricing at any time to reflect fluctuations in exchange rates, changes in supplier pricing, or any other factors beyond its control. Such adjustments shall be effective upon notice to the Subscriber.

7. Data Protection and Privacy

7.1 Personal Data collected in connection with the Service will be processed in accordance with applicable data protection laws and our Privacy Policy.

7.2 The Norton Family Application may collect, process, and store information relating to the Child's online activity, search terms, app usage, and location. Subscribers must review and accept Norton's Privacy Policy.

7.3 Subscribers are responsible for obtaining any necessary consents from the Child's legal guardian(s) to enable lawful data collection and processing.

8. Liability and Indemnity

8.1 To the maximum extent permitted by law, we and Norton shall not be liable for any loss, damage, or harm arising from the use or inability to use the Service, including but not limited to exposure to inappropriate content, device malfunctions, or data loss.

8.2 Cellplus staff may be required to assist customers in-store with the setup and configuration of Norton Family on both parent and child devices. Such assistance is provided on a reasonable-efforts basis only, and Cellplus staff shall not be held liable for any risks relating to data on the device or the proper functioning of the device resulting from such configuration or assistance.

8.3 The Subscriber agrees to indemnify and hold harmless Cellplus, its affiliates, employees, and service providers, including Norton, from any claims, damages, or expenses arising from the Subscriber's breach of these Terms or misuse of the Service.

9. Termination and Suspension

9.1 We may suspend or terminate the Service at any time, with or without notice, in cases including but not limited to legal or regulatory requirements, security risks, or breach of these Terms by the Subscriber.

9.2 Termination will not affect any accrued rights or obligations prior to termination.

9.3 Monthly subscriptions shall not be cancellable prior to the completion of the 12-month subscription period. The subscription key shall remain active for the full duration of the 12-month term in accordance with Norton's terms and conditions, and the customer shall continue to be billed until the end of the subscription period. This provision applies to monthly subscription plans only and does not apply to annual subscription plans.

10. Governing Law

10.1 These Terms shall be governed by and construed in accordance with the laws of the Republic of Mauritius.

10.2 Any dispute arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of Mauritius.

11. Amendments

We may update or amend these Terms from time to time. The latest version will be published on our website. Continued use of the Service constitutes acceptance of the updated Terms.

12. Contact Information

For any queries regarding the my.t protect Parental Control Service, please contact Cellplus Customer Care on 8900, email contact@telecom.mu, or visit any Telecom Shop.