Terms and Conditions
Tourist SIM

These Terms and Conditions shall govern the relationship between Cellplus Mobile Communications Ltd ("Cellplus") and the Customer ("Subscriber" or "You") using the myt Tourist SIM.

1.0 Service Description

1.1 The myt Tourist SIM, available in either physical SIM card or embedded SIM ("eSIM") format, is applicable to prepay tourist Customers enabling them to use mobile communication services such as voice, SMS, mobile data, and content, as may be provided from time to time by Cellplus..

1.2 The myt Tourist SIM once sold, is non-refundable or exchangeable for cash or any products. There will be no refund for any unused value upon card loss, damage, expiry, termination, or change in prepaid mobile number.

1.3 The Customer is responsible for the safe-keeping and usage of his/her myt Tourist SIM. Cellplus shall not be liable to the Customer for any loss, theft, misuse or damage of his myt Tourist SIM.

2.0 Registration

2.1 Any purchase of myt Tourist SIM from Cellplus is subject to registration of the SIM card in accordance with the Information and Communication Technologies Authority Telecommunication Directive 1 of 2025 (TD 1of 2025)

2.2 In order to activate and use a myt Tourist SIM, the Customer shall properly register the SIM card by fulfilling any such formalities and submitting the required registration

documents and information to Cellplus as outlined in the SIM Registration Terms and Conditions found on www.myt.mu.

2.3 The Customer may complete the SIM card registration process through any of the following channels:

(a) By visiting any myt shop and completing the registration in person.
(b) By visiting any Cellplus authorized agent (Retailer) and completing the registration in person.
(c) By completing the registration at any designated digital kiosk.

2.4 Cellplus requires a valid proof of identification such a passport or any other valid travel document and an address of stay in the Republic of Mauritius as specified in the Information and Communication Technologies Authority Telecommunication Directive 1 of 2025 (TD 1of 2025)

2.5 The SIM Card will remain inactive until the Customer successfully registers the SIM card in accordance with the SIM regulations. The Customer acknowledges and agrees to fulfill all registration requirements in order to use myt Tourist SIM.

2.6 The Customer is solely responsible for ensuring the correctness and accuracy of all information provided during the registration process.

2.7 Cellplus may offer a self-service kiosk at selected locations, including but not limited to the airport, to facilitate the purchase and registration of the myt Tourist SIM. The Customer acknowledges and agrees that:

a) Use of the kiosk is subject to successful verification of identification documents and compliance with registration requirements under the Information and Communication Technologies Authority Telecommunication Directive 1 of 2025 (TD 1 of 2025);

b) The Customer remains solely responsible for the accuracy and completeness of the information submitted during the self-registration process;

c) Cellplus shall not be liable for any delay, failure, or rejection of registration resulting from technical issues, incomplete or inaccurate information provided by the Customer, or non-compliance with applicable regulatory requirements;

In the event of any error, failure, or dispute arising from the use of the kiosk, the Customer may seek assistance at any myt shop or through an authorized agent.

3.0 Validity

3.1 The Tourist SIM is valid for 30 days. Upon expiry, any unused items such as mobile credit, airtime, SMS, data and content shall expire and cannot be redeemed or used on another SIM.

4.0 Use and Misuse

4.1 Customers shall not abuse, misuse, exhaust, or otherwise take unfair advantage of the myt Tourist SIM to the detriment of other users and/or Cellplus.

4.2 In particular, Customers shall not use or apply SMS/data under myt Tourist SIM for delivering SMS as an aggregator or a gateway; or delivering unsolicited SMS; and shall not resell the SMS/data to any other persons.

4.3 If a Customer breaches the above condition or if Cellplus in its absolute discretion considers that the use of myt Tourist SIM by the Customer will unfairly deprive other Cellplus' customers of such service or otherwise adversely affects Cellplus' interests, Cellplus may, with or without notice to such Customer suspend or disconnect the myt Tourist SIM in respect of such Customer and/or restrict the use of the myt Tourist SIM by such Customer.

5.0 Charges

5.1 Local and international charges are charged at the prevailing prepay rates as published on Cellplus' website at www.myt.mu.

6.0 Additional Terms and Conditions

6.1 Unless expressly stated herein, the SIM Registration Terms and Conditions, and the company's Privacy policy (together referred to as the "Agreement") shall apply in addition to these terms and conditions. The Agreement can be found at www.myt.mu.

6.2 Use of myt Tourist SIM will constitute acceptance of these terms and conditions. In the event of any conflict or inconsistency between the Agreement and the terms and conditions herein, the Agreement shall prevail.

6.3 Cellplus reserves the right to vary any part of these Terms and Conditions without prior notice and shall have the final decision in any dispute arising from use of the myt Tourist SIM. The user's continuous use of the myt Tourist SIM will constitute acceptance of these Terms and amendments thereto.

6.4 Cellplus may at its discretion modify, suspend or terminate in whole or in part the myt Tourist SIM service (including mode of registration) without prior notice and without any liability. Cellplus may exercise this right for any reason, including but not limited to: compliance with applicable laws and regulations, suspected unlawful use of services, service disruption or outages, or protection of Cellplus' interests and network.

6.5 These terms and conditions shall be governed and construed in accordance with the laws of the Republic of Mauritius

Updated July 2026

Telecom Tower, Edith Cavell Street, Port Louis – Mauritius
Call FREE: 8900, Email: contact@telecom.mu
Website: www.myt.mu