



1.0 Incorporation by Reference

1.1 By subscribing and using the mobile offers (“Service”), the Customer agrees to the following:

- a) This Specific Terms and Conditions shall be subject to the my.t mobile (prepay and postpay) general terms and conditions (“General Terms and Conditions”) (as may be amended from time to time).
- b) In the event of any inconsistency, such inconsistency shall be resolved by giving precedence to the following order:
 - 2.1 This Specific Terms and Conditions; and
 - 2.2 The General Terms and Conditions.

1.2 The words and expressions used in this Specific Terms and Conditions which are defined in the General Terms and Conditions, shall have the same meaning unless the context otherwise requires.

2.0 Service Description

2.1 Cellplus Mobile Communications Ltd (“Cellplus”) has deployed 5G network in selected areas around the island for Customers to benefit from high speed Internet.

2.2 The mobile offers (“Service”) will allow the Customer to benefit from 5G network in selected areas depending on network availability and device compatibility. In areas where 5G network is not available, the Customer will fall back to the 3G/4G network.

2.3 The Service will include different bundle offers comprising of voice, SMS, and data (“Pack/s”) where applicable which the Customer can choose from.

2.4 For the Customer to benefit from 5G speed, the following will be required:

- a) A 5G compatible device
- b) 5G mobile coverage
- c) An active 5G mobile package

2.5 The Service is 5G enabled. It is technology agnostic, that can be browsed on 3G/4G/5G network.

3.0 Validity Period

The validity period of the prepay Service:

- a. 1-hour Pack: 60 mins as from date and time of package purchase.
- b. Daily Pack: 24 hours as from date and time of package purchase.
- c. Weekend Pack: 48 hours as from date and time of package purchase.
- d. Weekly Pack: 7 calendar days as from date and time of pack purchase.
- e. Monthly Pack: 30 calendar days as from date and time of pack purchase.
- f. 3-Month Pack: 90 calendar days as from date and time of pack purchase.



4.0 Acceptable/Fair Use Policy

- 4.1 Cellplus Mobile Communications Ltd (“Cellplus”) offers high-speed unlimited internet, voice and SMS plans with its mobile subscriptions subject to the Acceptable/Fair Use Policy (“FUP”) defined hereunder. In the interest of ensuring that all customers get the best possible service whatever the time of day, Cellplus therefore asks that customers use the Unlimited Packs in accordance with this FUP.
- 4.2 The following provisions and measures have been established in order to ensure that all users can enjoy the best possible user experience; to guarantee stable network availability; and to make sure that Cellplus can continue offering its unlimited services at best possible price.
- 4.3 The Service is for use on smartphones, tablets, hotspots, and machine-to-machine.
- 4.4 The speed provided is on a best effort basis which will depend on network coverage, and traffic volume amongst others.
- 4.5 Customer acknowledges that the Service is intended for personal use only and cannot be used for commercial and resale purposes.
- 4.6 Cellplus reserves the right to discontinue the Service or part thereof in case of misuse, excessive hotspot usage, fraudulent use, unauthorised telemarketing and commercial use of the Service. Cellplus believes that to provide the best possible experience for the most possible users with optimal capacity and network performance, it is necessary to encourage responsible use by Customers. In the event that Cellplus determines that the Customer has abused or misused this Service or part thereof, Cellplus reserves the right to:
- a) withdraw the Service or part thereof for such Customer without giving any prior notice and without incurring any liability whatsoever; or
 - b) apply the prevailing rates for use of the relevant Service.
- 4.7 The Service may be affected by the number of people using the 5G service, maintenance and upgrades, and environmental factors.
- 4.8 Prepay Packages

For unlimited prepay packages, the customer will enjoy 3G/4G/5G speed till the package allocated volume has been used up. Thereafter, the download/upload speed will be throttled to 3 to 20 Mbps depending on coverage, traffic, congestion amongst others.

Prepay Packages	Love Pack	1-hr Pack	Daily Pack	Weekend Pack	Weekly Pack	Monthly Pack	Quarterly Pack
FUP	✓		✓	✓	✓	✓	✓
FUP Threshold per day	100MB	N/A	7GB	10GB	5GB	6.67GB	11.37GB
Throttle Speed, after usage of data allowance (up to ...Mbps)	3 to 20 Mbps	N/A	3 to 20 Mbps				
PAYG (Pay-as You-Go)	Voice/SMS						



4.9 Postpay Packages

Postpay Packages	Postpay 300	Postpay 500	Postpay 600	Postpay 1000	Postpay 1100	Postpay 2000	MDP 500MB	MDP 15GB	MDP 300GB	MDP 1TB
Data Allowance / monthly	5GB, FUP	15GB, FUP	30GB, FUP	75GB, FUP	250GB, FUP	UNL	500MB, FUP	15GB, FUP	300GB, FUP	1TB, FUP
Throttle Speed, after usage of data allowance (up to ...Mbps)	3	1	5	1	15	N/A	1	3	5	15
PAYG	Voice/SMS						SMS			

“MDP”: Mobile Data Pack

5.0 Other Conditions

- 5.1 The Service is not valid during international roaming.
- 5.2 The Service will be automatically renewed depending on the 5G mobile offers of the customer and the channel used to buy. Customer will receive a notification by SMS and will have the possibility to opt out by replying to the SMS.
- 5.3 The Customer can buy as many prepaid as he wants per month, save and except during promotional period and/or unless otherwise specified by Cellplus.
- 5.4 Depending on the my.t mobile Postpay plan chosen by the Customer, the following calls shall be excluded in all my.t mobile Postpay Plans:
 - 5.4.1 international calls;
 - 5.4.2 roaming calls;
 - 5.4.3 calls to voice Short Codes (all operators); and
 - 5.4.4 calls to Special Service Numbers
- 5.5 The SMS in the Pack is applicable to local SMS only i.e peer to peer SMS to my.t mobile and other local mobile operators, but excludes roaming SMS, premium SMS and international SMS. In the event that tariffs of international SMS and SMS to other mobile operators change, the billing will be over and above the package price.
- 5.6 Cellplus does not guarantee the termination of SMS on all international operator's networks and international destinations.
- 5.7 The data package in the my.t mobile Postpay Plans excludes roaming data.
- 5.8 For postpay, the minimum term of contract shall be one (1) year.
- 5.9 Any usage beyond the capped data/voice/SMS volume will be charged at the approved Pay-as-You-Go tariff by the ICTA as defined at clauses 4.8 and 4.9.