

## **MAURITIUS TELECOM GENERAL TERMS AND CONDITIONS – PROVISION OF FIXED LINE SERVICES**

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### **MT SERVICE SCHEDULE**

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### 1.0 DEFINITIONS

In this Agreement, the following words and expressions (including the schedules to this Agreement) shall have the meaning assigned to them in the list below, unless the context otherwise requires:

Agreement	The General Terms and Conditions, MT Service Schedule, the Application Form where applicable, and any other document specifically incorporated into this Agreement in writing.
Application Form	Application form to be completed by Customer for provision of Service
MT	Mauritius Telecom Ltd
MT Equipment	Any equipment, including any software which is owned or controlled by MT.
Commencement Date	The date on which the Service or part of the Service is made available by MT to the Customer.
Customer	Any individual person or body corporate who applies or subscribes to or utilises the Service provided by MT.
Customer Equipment	Any equipment, including any software that is not part of MT's network and which is owned or controlled by the Customer.
Fees and Charges	Such fees and charges applicable for the provision of the Service as defined by clause 9.0.
ICTA	Information and Communication Technologies Authority
Minimum Period	The minimum period stated in the Application form for the provision of the Service.
MT Directory Enquiry Service	The '150' service providing directory information

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MT Phone Book	Directory of telephone numbers
Network	The telecommunications network owned and operated by MT to provide fixed and converged information and communication services to the public.
Schedule	a schedule to this Agreement.
Service	The basic fixed voice service that MT provides to a Customer for making and/or receiving a voice call.
Site	The place(s) at which MT provides the Service.
Term	The duration of the Agreement starting commencing with the provision of Service.
Working Hours	8.30 am to 16.00pm between Monday and Friday, excluding Saturdays, Sundays, and public holidays.

### **2.0 OBJECT**

- 2.1 The present Agreement defines the terms and conditions under which MT shall provide the Service to the Customer and under which the Customer accesses and uses the Service.
- 2.2 The present Agreement may be supplemented by terms specific for future optional services that the Customer may request.

### **3.0 CUSTOMER REQUEST**

- 3.1 A person who wishes to subscribe to the Service shall file an Application Form with MT. MT acknowledgement of receipt of the Application Form shall not constitute an agreement, commitment or confirmation by MT to provide, carry out or implement the Service.
- 3.2 The Customer shall provide accurate information to MT at the time of filing of the Application Form so as to allow MT to fulfill its obligations under this Agreement. The Customer shall notify MT immediately of any change in

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- the information provided to MT. Failure to communicate any change in such information to MT promptly shall discharge MT of its obligations without any liability.
- 3.3** The Customer shall provide a copy of his identity card or passport number.
- 3.4** If the Customer has incurred any debt with MT or with any of its subsidiaries, for the provision of any telecommunication service, the Customer shall be required to settle the outstanding amount beforehand.
- 3.5** In the case where the Customer has failed to report any prior debt with MT or with any of its subsidiaries for the provision of telecommunication services, the Customer shall be required to rectify the situation within two working days, failing which the Agreement will terminate forthwith.

### **4.0 PROVISION OF SERVICE**

- 4.1** MT will provide the Service(s) to Customer in accordance with the terms of this Agreement, which set out the entire Agreement between MT and the Customer.
- 4.2** The basic voice service includes provision of telephone wiring up to telephone socket. It does not include any external cabling between the Customer's home and another building on the Customer's property or any internal wiring from one telephone socket to another telephone socket.
- 4.3** MT provides optional services as listed in the Service Schedule which includes specific terms and conditions in addition to the general terms and conditions.
- 4.4** The Customer shall be responsible to obtain any permission should same be required for installation by MT of any Equipment on the Site.
- 4.5** Any delivery date for the provision of a Service is an estimate unless the MT Service Schedule provides otherwise.
- 4.6** MT does not undertake that any Service will be fault free or uninterrupted but MT will take all reasonable and necessary steps to restore Service as soon as possible.

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- 4.7 The Customer accepts that occasionally MT may provide instructions regarding the efficient use of the Service. Customer must follow these instructions.
- 4.8 Where at the request of the Customer, any work to provide the Service is done outside Working Hours, the Customer shall pay an additional charge for such work based on MT applicable rate.

### **5.0 EQUIPMENT AND INSTALLATION**

- 5.1 The Customer shall ensure that any and all equipment connected to or used in conjunction with the Service is a type approved equipment by the ICTA and is connected or used in accordance with the law or regulations applicable.
- 5.2 The Customer shall keep all MT equipment including any software installed therein for the provision of the Service in good working conditions (fair wear and tear excepted) and shall comply with the specifications, guidelines and recommendations of the manufacturer or distributor thereof and of MT, and shall disconnect or cease to use any such equipment at the request of MT.

### **6.0 CUSTOMER'S RESPONSIBILITIES**

- 6.1 The Customer will be responsible for using the Service in compliance with all legal and contractual provisions and for paying for the Services received within the due date.
- 6.2 The Customer will be responsible for all the use of the Service, including use by third parties.
- 6.3 The Customer will be liable to MT for any damage to MT's Equipment
- 6.4 The Customer will be liable for any improper use, defamation, offences caused or may be caused from the use of the telephone numbers or any third party to whom the telephone numbers have been allocated.

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- 6.5 The Customer will be responsible for MT Equipment and will not add to, modify or in any way interfere or tamper with the equipment. The Customer shall be liable to MT for any loss or damage to MT Equipment, except for fair wear and tear.
- 6.6 The Customer must comply with MT's reasonable instructions regarding health, security, safety or the quality of the Service, etc
- 6.7 The Customer does neither own the telephone number allocated by MT nor has the right to sell the telephone number related to the Service. The telephone number cannot be transferred or assigned to a third party.
- 6.8 The Customer shall indemnify MT against any claims or legal proceedings which are brought or threatened against MT by a third party because the Service is used in breach of clause 6.0.

### **7.0 MT's RESPONSIBILITIES**

- 7.1 MT shall exercise the reasonable skill and care of a competent public telecommunications service and/or network provider in providing the Services to the Customer.
- 7.2 MT shall in no circumstances be liable to the Customer to the extent that the service is disrupted, degraded, and/or unavailable.
- 7.3 MT undertakes and warrants that MT Equipment provided to the Customer are type approved by the ICTA.

### **8.0 MISUSING THE SERVICE**

The Service shall not be used:

- a) to send offensive, indecent, menacing, nuisance or hoax messages or communications; or
- b) fraudulently or in violation of the legislation in Mauritius.

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### **9.0 CHARGES**

9.1 The Customer agrees to pay all charges for the Service to MT as per MT Service Schedule and calculated using the details recorded by MT.

9.2 The Charges will include the following:

a) line rental

The line rental refers to the monthly fixed charge payable by the Customer.

b) Installation fee

The Installation fee includes fee payable for technical works carried prior to the release of a line and would include inter alia wiring at customer premise, connection at the exchange, etc and are specified in the Service Schedule.

c) Security deposit

The security deposit includes fee payable to MT which is refundable upon termination of the agreement after deduction of any outstanding debt.

d) Call charges

The call charges include communication charges within MT network and from MT network to the network of another operator. The charges are billed as per MT's metering system and are specified in the Service Schedule.

e) Other charges

This refers to charges for other services provided by MT and are detailed in the Service Schedule.

9.3 The Customer agrees to pay all charges for the Service, whether the Service is used by the Customer or someone else and upon receipt of MT invoice.

9.4 The charges may be changed from time to time and are subject to changes as may be decided by the Information and Communication Technologies Authority and/or any other authority or body.

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### **10.0 BILLING AND PAYMENT**

- 10.1 MT shall bill the Customer for the Service based on its own metering system.
- 10.2 MT shall send bills to the address notified by the Customer to MT.
- 10.3 MT shall not be held responsible for undelivered bills and the customer should immediately notify MT of any delay or non-receipt of bills.
- 10.4 Unless otherwise stated in the MT Service Schedule, payment is due on the date specified on the bill.
- 10.5 The monthly bills shall become payable within 28 days from the date of issuance of the bill failing which, a once-off surcharge of 10% shall automatically be applicable on any outstanding balance without the necessity for the fulfillment of any judicial or extra-judicial formality.
- 10.6 If the invoice and surcharge remain unpaid after a further period of 14 days, MT may disconnect the Service.
- 10.7 The payments to be made and the disconnection shall not require the fulfillment of any judicial or extra-judicial formality.
- 10.8 As part of its credit management procedures, MT may at any time:
- a) Set a credit limit on the amount of consumption. When the Customer has reached the credit limit, MT may decide to block all the Services to the Customer; and/or
  - b) MT may ask the Customer for payment in advance before Service is provided.
- 10.9 MT may request the Customer to provide an irrevocable bank guarantee or non-interest bearing cash as security in a form and amount acceptable to MT and valid for the duration of the Agreement in addition to the security deposit already provided. The bank guarantee may be requested exclusively in one of the following circumstances:

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- a) where the Customer has previously defaulted in one of the conditions of an agreement with MT or any of its subsidiaries for the provision of telecommunications services;
- b) temporary subscription; or
- c) the Customer has subscribed to at least 3 telephone lines installed by MT at the same address.

In the event the Customer fails to provide the bank guarantee, the telephone line of the Customer will be outgoing barred and the Customer will be able to receive incoming calls only, until such time that a valid bank guarantee has been provided.

10.10 If MT has any doubt as to whether the contractual terms will be met, MT may ask the Customer for a deposit at any time, as security for payment of future bills.

10.11 If the Customer disputes any charge on a bill, the Customer must first settle the disputed invoice as raised by MT by the due date. The Customer must notify MT in writing within 14 days of the date of the bill with all relevant information.

### **11.0 LIMITATION OF LIABILITY**

11.1 Each Party agrees to indemnify and hold harmless the other Party against any material breach of any representation or undertaking made by that Party under this Agreement.

11.2 The Customer agrees to indemnify MT against any action for claims, damages, liabilities, costs and expenses resulting from fraudulent exploitation, modification or alteration of services provided by MT by the Customer under this Agreement.

11.3 MT shall not be liable for damage resulting from unlawful use of its services or use of the services in violation of this Agreement. MT shall not be held responsible if services are temporarily disrupted, restricted in whole or in part or unavailable as a result of technical failure or force majeure.

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### **12.0 FORCE MAJEURE**

Neither Party will be liable for any breach of this Agreement which is caused by a matter beyond its reasonable control including without limitation to Acts of God, fire, lightning, explosion, war, disorder, flood, industrial disputes (whether or not involving their employees), extremely severe weather or acts of local or central Government or other competent authorities.

### **13.0 CANCELLATION**

The Customer may cancel this Agreement or any part of the Service at any time before MT provides the Service. In this event the Customer shall pay to MT for any work done or money spent in starting works for the provision of the Service. MT will take reasonable steps to limit the amount of its costs.

### **14.0 TERMINATION**

- 14.1 The Customer may terminate the Service by giving MT not less than one month's prior written notice thereof (or as may be prescribed by MT for this purpose).
- 14.2 MT may suspend (indefinitely or for such period as MT may consider appropriate) or terminate any Service at any time by providing at least 15 days notice thereof to the Customer.
- 14.3 MT may suspend the Services or terminate this Agreement immediately without notice, and claim for any losses or expenses incurred by MT if:
- a. the Customer fails to pay any amount then due or owing, or fails to comply with the terms and conditions of this Agreement;
  - b. If it is reasonably believed, that the Service is being, or is intended to be, used for a purpose that contravenes the Act or any Regulation or any other law or any regulation, or is in breach of the present Agreement
  - c. to prevent any fraud;
  - d. where it is so directed by the Authority;
  - e. any situation of force majeure.

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### 14.4 On termination of this Agreement:

- a. the Customer shall cease to use the Service immediately;
- b. all sums due or accrued by the Customer to MT under the Agreement shall upon termination become immediately due and payable to MT.
- c. the Customer shall surrender or allow MT to collect, all equipment related to the provision of Service that MT may have installed at the Customer premises.

14.5 MT reserves the right not to enter into any further agreement with any party who has been in breach of the present Agreement.

14.6 If one (1) month after the expiry of the Agreement, MT has been unable to recover its equipment in good condition (fair wear and tear excepted) because of the acts or omissions of the Customer, MT may demand reasonable compensation from the Customer which shall be met by the latter within ten (10) Calendar Days of the date of the demand.

### **15.0 ENTIRE AGREEMENT**

15.1 This Agreement constitutes the whole and only Agreement between The Parties including the Scheduled Service and supersedes and extinguishes any previous drafts, agreements, understandings, undertakings, representations or any other arrangement whatsoever relating thereto.

15.2 Each Party acknowledges that, in entering into this Agreement, it is not relying upon any representation of whatever kind or other promise or assurance made or given by the other Party or any other person at any time prior to the execution of This Agreement.

15.3 If any provision of this agreement is held by a competent authority to be invalid or unenforceable in whole or in part, this agreement shall continue to be valid as to its other provisions and the remainder of the unaffected provision.

15.4 The headings of this agreement are for convenience purposes only, and shall not affect the construction thereof.

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### **16.0 COMMENCEMENT AND DURATION**

This Agreement commences on the Commencement Date and continues until terminated by the Customer or MT in accordance with the Agreement.

### **17.0 ASSIGNMENT**

17.1 No rights, benefits or obligations made under this Agreement may be assigned or transferred or deemed to have been assigned or transferred, in whole or in part, by a Party without the prior written consent of the other Party, such consent not to be unreasonably withheld or delayed.

17.2 The assigning Party shall give notice to the other Party of any assignment permitted to be made with the other Party's consent as soon as is practicable.

### **18.0 USE OF CUSTOMER INFORMATION DATA**

18.1 The Customer hereby authorises MT to use the data provided by the customer and other related information in order to improve on the Service provided and for marketing purposes.

18.2 MT shall take appropriate measures to prevent unauthorised access to the data/info so provided in accordance with legislations in Mauritius.

18.3 The customer may at any time opt out of MT's database by notice in writing.

### **19.0 MT PHONE BOOK LISTING**

19.1 The telephone number together with the physical address details will be listed in MT's Phone Book and the MT Directory Enquiry Service '150' unless the Customer requests otherwise.

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19.2 In case where the Customer requests that his telephone number not be listed in MT Phone Book, MT will not held personally liable if a third party equipped with required facilities that enable a called party to identify the caller's number.

19.3 MT may be requested by the ICTA to change the telephone number allocated to the Customer and the Customer will be informed accordingly.

### **20.0 AMENDMENT**

MT reserves the right to amend the terms and conditions herein contained at any time and/or from time to time including the charges and tariffs applicable to the services and the Customer shall be bound by the Terms and conditions so amended.

### **21.0 SEVERABILITY**

If any provision of this Agreement shall be unlawful, void, or for any reason, unenforceable, it shall be deemed severable, and shall in no way affect the remaining terms of the Agreement.

### **22.0 NOTIFICATIONS**

Any notice, invoice or other document which may be given under the Agreement shall be deemed to have been duly given if sent by post to the address shown in the Application Form unless otherwise notified in writing by the Customer.

## Fixed Line Services

Fixed Line	Residential**	Business**
Refundable Security Deposit		Rs 2,000
- Mauritian Citizen	Rs 1,000	
- Non-mauritian Citizen	Rs 5,000	
Installation of New Line	Rs 2,000	Rs 3,000
Transfer of Line	Rs 2,000	Rs 3,000
Installation of Extension	Rs 1,500	Rs 2,000
Renew Internal Wiring	Rs 1,500	Rs 2,000
Re-routing of Dropwire	Rs 1,500	Rs 2,000
Shift Telephone Installation from one room/office to another	Rs 1,500	Rs 2,000
Conversion from analogue line to ISDN Duo Home	Rs 1,000	N/A
Conversion from ISDN Duo Home to analogue line	Rs 1,000	N/A

### IMPORTANT

\*\*Tariffs advertised are for office hours only. An additional fee of Rs 500 will be charged for any installation outside office hours\*\* upon customer's request.

## Special Services

Change Telephone Number	Rs 200
Choose a Special Number	Rs 800
Disconnect/Reconnect Line	Rs 100
Bar/Unbar Outgoing Calls	Rs 100
Bar/Unbar Incoming Calls	Rs 100
Itemised Billing	Rs 6.00 Per Page
Hunting facilities	Rs 50 per line
Request for Ex-directory	Free
Re-insertion of name in directory	Free
Additional entry in directory	Free

## Value Added Services

Follow Me*	Rs 20 Monthly
Call Waiting*	Rs 20 Monthly
Phone Lock*	Rs 20 Monthly
CLI Presentation	Rs 20 Monthly
CLI Restriction	Rs 50 Monthly
3-way Conference	Free
Voice Mail	Free

\* First service Rs20, each additional service Rs10 monthly

\*\* Office hours from Monday To Friday 8.00 to 16.30

After office hours from Monday To Friday 16.30 to 18.30 including Saturday & Public Holidays 8.00 to 16.00 hrs

All tariffs are as at 3rd November 2010 and may be subject to change without notice

**All our prices are subject to VAT except for Security Deposit and Rental of line**