

Specific Terms & Conditions TVL 4G plus Mobile Prepaid broadband Mifi offer

Description

The Specific Terms and Conditions of TVL 4G plus Mobile Prepaid Broadband Mifi offer(s) shall apply to prospect and existing TVL customers. The Service and tariff mentioned in the Specific Terms and Conditions for TVL 4G plus Mobile Broadband Mifi offer(s) shall commenced on 22nd November 2017. Customers subscribing to the offer(s) are subject to the following specific Terms and Conditions.

For purposes of this Specific Terms and Conditions, the following words shall mean:

“Mifi” a name use to describe a wireless router that acts as mobile Wi-Fi hotspot. A Mifi device can be connected to a cellular network and provide internet access for up to ten Wifi devices.

“Device management portal” refer to a portal that the customer shall access by connecting to the Mifi device and be able to access, to manage or purchase a Plan.

‘Mifi Account’ refers to the prepaid mobile number allocated for the Mifi Sim Card.

Terms and Conditions

1. Eligibility

- a) Prospect and existing customers who are located in Areas where TVL 4G Plus network is available
- b) TVL staff who are located in areas where TVL 4G plus network is available are also eligible for this offer

2. Offer(s) Description

- a) The offer is accessible over TVL 4G plus network
- b) The Mifi device is charged at 5,000VT (vat incl.) per unit

- c) The Mifi Sim card is charged at 2,000VT (vat incl.) per unit with an initial credit balance of 2,000VT.
- d) For purposes of refilling the Mifi prepaid account TVL shall, on a one off basis, offer a free mobile device- Alcatel 1050D, to the customer.
- e) A customer shall choose to subscribe to one of the following Mobile prepaid broadband plan(s);
 - a. 3GB offering Data volume of 3GB with Free Facebook for 2,000VT (vat Incl.)
 - b. 5GB offering Data volume of 5GB with Free Facebook for 3,000VT (vat Incl.)
 - c. 8GB offering Data volume of 8GB with Free Facebook for 4,000VT (vat Incl.)
 - d. 15GB offering Data volume of 15GB with Free Facebook for 6,000VT (vat Incl.)
 - e. The validity period of each plan is 30 days.
 - f. Free Facebook shall be valid for 30 days.
 - g. Consumption on *Pay as you go* shall not be allowed, the customer must subscribe to a plan to be able to access internet
- f) Access to Free Facebook
 - a. With the free Facebook the customer shall be allowed to do the following only and not be charged from the main Data volume:
 - i. Check notifications/events/pictures
 - ii. Update my status
 - iii. Send private messages (chat)
 - iv. Add new friends

3. Registration of Service

- a. The customer shall visit a TVL shop or consult a TVL Sales Agent and request for the service.
- b. The Sales agent shall offer the Mifi device and a 4G plus Sim Card. It is the customer responsibility to refill his/her prepaid broadband account and subscribe to a prepaid plan of their choice.

- c. To refill their prepaid broadband account the customer must remove their SIM card and insert into the Mobile device where he/she can refill their account by refill card or electronic top up. Thereafter the Customer must re-insert the SIM card into the Mifi device to access the required plan.
- d. The customers shall purchase a plan by sending a free SMS on the Mifi Device management portal SMS menu to 183 short code as below:
 - I. To buy 3GB the customer shall send "Buy3GB" to 183 for 3GB with Free Facebook for 2,000VT (vat incl.)
 - II. To buy 5GB the customer shall send "Buy5GB" to 183 for 5GB with Free Facebook for 3,000VT (vat incl.)
 - III. To buy 8GB the customer shall send "Buy8GB" to 183 for 8GB with Free Facebook for 4,000VT (vat incl.)
 - IV. To buy 15GB the customer shall send "Buy15GB" to 183 for 15GB with Free Facebook for 6,000VT (vat incl.)
- e. Once the customer purchase a plan, a confirmation message shall appear on the sms menu of the Device management portal.
- f. The customers shall check his/her data balance on the Device management portal by sending "Query" to 183 on the sms menu
- g. The customer shall check his/her Credit balance on the Device management portal by sending "balance" to 183 on the sms menu

4. Condition of the Offer

- a. Customers who are located in Areas where TVL 4G plus network is available shall be eligible for the offer.
- b. Any unused data volume on the plan shall be lost when the validity period of the package is expired
- c. Consumption on Pay as you go shall not be allowed, the customer must subscribe to a prepaid plan if he/she wishes to access internet.

5. TVL Rights Reserved

- a. The Specific Terms and Conditions set out apply to the "TVL 4G Plus Mobile Prepaid broadband Mifi " offers only and cannot be used or interpreted on any other Telecom Vanuatu Limited products or services
- b. TVL reserves the right to change the Specific Terms and Conditions of this offer at any time upon giving customers reasonable notice. Any changes must first be approved by TVL and the Regulator.