

Specific Terms & Conditions

TVL 4G plus Mobile Post-paid broadband offer

Description

The Specific Terms and Conditions of TVL 4G plus Mobile Postpaid Broadband 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 Postpaid Broadband offer(s) shall commenced on 22nd November 2017. Customers subscribing to the offer(s) are subject to the following specific Terms and Conditions.

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 customer shall be offered a Router device charged at 13,500VT (vat incl.) per unit
- c) A Post-paid Sim card shall be offered for free to the customer
- d) A customer shall choose to subscribe to one of the following Mobile Postpaid broadband plan(s);
 - a. Life Plus 10GB offering 10GB Data for 4,444 VT plus VAT,
 - b. Life Plus 15GB offering 15GB Data for 6,222 VT plus VAT,
 - c. Family Plus 20GB offering 20GB Data for 8,444 VT plus VAT,
 - d. Family Plus 30GB offering 30GB Data for 17,333 VT plus VAT,
 - e. Business Plus 50GB offering 50GB Data for 28,889 VT plus VAT,

- f. Business Plus 75GB offering 75GB Data for 43,111 VT plus VAT.
 - g. The customer shall be offered extra 1.5GB for 889 VT plus VAT, if they wish to top up their main data volume. The top up Data volume shall be offered once off only when the customer requested, no renewal shall be allowed.
 - h. Customer shall consume data offered in the plan from 6:01AM to 9:59PM and Free internet shall be offered from 10PM to 6:00AM
 - i. Once data volume in each plan is exceeded, the customer may access internet but at low speed of 128Kbps or 256Kbps
 - j. Consumption on *Pay as you go* shall not be allowed
 - k. A 12-month contract shall be offered
- e) Access to Free Internet
- a. With the free Internet from 10:00PM to 6:00AM, the customer shall be allowed access internet for free and not consume data from the main volume.

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 Router device and a 4G plus Sim Card and provision the customer with the postpaid plan. The postpaid plan shall be automatically renewed each month.

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. The offer is eligible over Mobile Postpaid Broadband only,
- c. The package may be subscribed to at any time of the month, a pro-rata calculation shall be applied to the Mobile Postpaid broadband plans,

- d. Any unused data volume on the plan shall be lost when the validity period of the package is expired
- e. Consumption on Pay as you go shall not be allowed,
- f. Customers must comply with TVL's standard payment term which is payment on or before the 20th of each month
- g. The General Terms and Conditions shall apply to the Mobile Postpaid Broadband offer

5. TVL Rights Reserved

- a. The Specific Terms and Conditions set out apply to the "TVL 4G Plus Mobile Postpaid broadband" 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.