



Terms & Conditions

TVL “WAO OPTIONS”

Description

The Specific Terms and Conditions set out in this document apply to TVL GSM prepaid customers only and not to any other service or product.

TVL “WAO OPTIONS” is a new service beginning the 28nd of July 2014. All GSM prepaid customers of TVL are eligible to subscribe to one SMS service and one TOK service. This service gives the opportunity to the customer who subscribed to have mostly free calls and/or free SMS on a fair usage policy.

Terms & Conditions

1. Eligibility

- a. Only TVL prepaid Mobile users with a valid mobile number can subscribe to an option (“the Customer”).
- b. TVL’s staff is also eligible to subscribe to an option under this service.

2. Conditions

- a. The WAO options under this service available to TVL GSM prepaid customers are:
 - i. SMS 50 gives the subscribing Customer 50 SMS for 1 day (24 hours from the subscription) at VT100.
 - i.a. ‘Free’ SMS: buy equivalent of 10 SMS and get 40 Free on-net SMS
 - ii. WAOSMS gives the subscribing Customer 250 SMS for 1 week (168 hours from the subscription) at VT500;
 - ii.a. ‘Free’ SMS: buy equivalent of 50 SMS and get 200 Free on-net SMS
 - iii. TOK gives the subscribing Customer free on-net (3 hours a day) calls for 1 day (24 hours from the subscription) at VT300;
 - iii.a. ‘Free’ on-net call: buy equivalent of 12min and get 2h48min free on-net calls
 - iv. WAOTOK gives the subscribing Customer free on-net calls (20 hours a week) for 1 week (168 hours from the subscription) at VT900.



- iv.a. 'Free' on-net call: buy equivalent of 36min and get 19h24min free on-net calls

- b. The Customer can only subscribe to one SMS option at a time and must use up the bundle completely before being able to subscribe for another bundle.

- c. The Customer has unlimited subscription for the SMS options, once the customer has finished their bundle they can subscribe for another SMS option without having to wait for the allocated time period to lapse.

- d. The Customer has unlimited subscription for the TOK options, once this bundle has been used up completely, he can subscribe for another TOK option without having to wait for the allocated time period to lapse.

- e. If the bundle has not been totally consumed by the customer at the expired date and time, the SMS or minutes left will be lost and no carry over will be performed.

- f. A TVL Customer who chooses TOK option can call 3 hours in one call or can spread out that 3 hours on several / many calls through that 24 hours.

- g. A TVL Customer who chooses WAOTOK option can use the option over the 7 days with no limitation per day (but for a total of 20 hours).

3. Restriction

- a. The SMS and TOK options are not assignable and can only be used by the Customer whose GSM mobile number subscribed to an option.

- b. The SMS and TOK options under this service are only applicable to National Calls and SMS to TVL mobile and Landline Numbers.

- c. The SMS and TOK options are only applicable from TVL to TVL numbers.

- d. The TOK options under this options are Free On net Calls and in accordance with TVL's Fair Use Policy each option will have the following limitations before the Customer is charged for the call:
 - i. TOK has 3 hours of free on net calls before the subscribed Customer is charged;
 - ii. WAOTOK has 20 hours of free on net calls before the subscribed Customer is charged.

4. TVL Rights Reserved



Telecom Vanuatu Ltd

TVL Terms & Conditions
Free call 081111
www.tvl.vu

- a. The terms and conditions set out apply only to the “TVL WAO Options” service and cannot be used or interpreted on any other Telecom Vanuatu Limited products and services.

- b. TVL reserves the right to change the terms and conditions of this service at any time and may only make these terms and conditions available to the customer under circumstance that warrants disclosure of the terms and conditions. It must be approved by TVL Sales and Marketing Chief Officer.