



Free Handset Offer Terms of Reference

1. This Offer is brought by JT (Guernsey) Limited of Sarnia House, Le Truchot, St Peter Port, Guernsey, GY1 1GR (“JT”).
2. This Offer is available to all new Customers of JT in Guernsey move their mobile service from another service provider in the Channel Islands to JT between 23 September 2022 and 31 December 2022 (the “Offer Period”).
3. A new Customer of JT who ports in a post-paid mobile service from another service provider to a JT Pay Monthly mobile service during the Offer Period (the “Offer”) will be entitled to receive a free Samsung A52S 128GB handset valued at £359.00 (the “Free Handset”).
4. For a new Customer to be entitled to receive the Free Handset, the new Customer must port in a post-paid mobile service from another service provider and sign up to one of the following JT mobile services for a Minimum Contract Period of twenty-four (24) months:
 - (a) one (1) of the JT Pay Monthly plans priced at a minimum cost of £15.00 per month as further described on the JT website at the following address: <https://www.jtglobal.com/guernsey/pay-monthly-plans/> (a “Pay Monthly Service”); or
 - (b) one (1) of the following mobile services as part of a JT One Lite or JT One Ultra plan:
 - (i) JT One Ultra Family Mobile with 50 CI minutes, 50 CI texts & 10GB data;
 - (ii) JT One Lite additional Pay Monthly mobile service;
 - (iii) JT One Lite mobile service;
 - (iv) JT One Ultra mobile service with unlimited CI and UK minutes and texts; and
 - (v) JT One Ultra mobile service with unlimited CI, UK & Top 10 international minutes and texts,(each, a “JT One Plan” and, together, the “JT One Plans”).
5. One (1) Free Handset will be offered per new JT Pay Monthly Service or JT One Plan mobile service ported-in from another Channels Islands service provider. The Free Handset is non-transferable and non-refundable and the Offeree cannot receive cash, or an alternative item, in place of the Free Items.
6. For the avoidance of doubt, this Offer is not available for Customers who sign up to the lowest price JT Pay Monthly Lite service (250 worldwide minutes and texts as further described at <https://www.jtglobal.com/guernsey/pay-monthly-plans/>).
7. New Customers are subject to a full verification process and the Free Handset may not be claimed without valid confirmation by JT as to the identity of the Offeree. JT’s decision in this regard shall be final.
8. JT reserves the right to modify or cancel the Offer at any time without prior notice.
9. Where the Customer cancels a Pay Monthly Service within the twenty-four (24) month Minimum Contract Period, the remaining value of the Free Handset will be charged as a one-off charge to the Customer’s account (the “Device Fee”). The Device Fee will be the value of the new Free Handset divided by the balance of the number of days remaining of the twenty-four (24) month Minimum Contract Period and reduced by the number of days of the Minimum Contract Period that the Pay Monthly Service has been fully paid by the Customer. As an example, where a new Free Handset has a value of £240.00, if the



Customer cancels the JT Pay Monthly Service after six (6) months of the Minimum Contract Period, the Customer would have paid £60.00 and would have a £180.00 balance remaining, which would be charged to the Customer's account as the Device Fee.

10. This offer is only available to new Customers of JT signing up to the Pay Monthly Service or one of the JT One Plans for a Minimum Contract Period of twenty-four (24) months directly in JT's retail outlets in Guernsey or online at www.jtglobal.com. For the avoidance of doubt, the Offer is not available to existing JT Customers with an extant JT Pay Monthly service and those that do not port-in a post-paid mobile service from another Channel Islands service provider.
11. The provision of the Free Handset is subject to availability. If JT's stock of Free Handsets is exhausted prior to the end of the Offer Period, the Offer Period shall terminate at the point JT's stock of Free Handsets is exhausted.
12. To the full extent permitted by law, JT and its associated companies and any agencies (the "**Relevant Parties**"), exclude all liability for any loss (including any damage, claim, injury, cost or expense) whatsoever which is suffered or incurred by any person arising out of, or in any way connected with the Offer or the Free Handset including without limitation:
 - (a) any direct, indirect, economic or consequential loss; or
 - (b) any loss arising from any negligent act or omission of any Relevant Parties.

JT will not accept liability for any Free Handset lost or damaged, nor for any associated costs to claimants.

13. A cooling-off period of fourteen (14) days applies to mobile services which are added to a JT One Plan but will only be accepted where the Customer returns the undamaged Free Handset, cables and associated packaging to JT in a condition acceptable to JT at its sole discretion.
14. A Customer who cancels a mobile service associated with a JT One Plan during the cooling-off period who returns the Free Handset in a condition which is unacceptable to JT, will be charged the full, face value of Free Handset.
15. These terms of reference are in addition to the following:
 - (a) the JT Exchange Line terms and conditions (which are available on the JT website at <https://www.jtglobal.com/wp-content/uploads/Exchange-Line-TCs-final-version-15.03.2022.pdf>); and
 - (b) the JT One Ultra and JT One Lite Terms of Reference (which are available on the JT website at <https://www.jtglobal.com/quernsey/jt-one/>),(together the "**Terms**"),

any capitalised term not defined in these terms of reference shall have the meaning given to it in the relevant Terms.

16. By participating in the Offer each participant acknowledges and consents to JT handling their personal information. Any personal information provided by the participant as part of this Offer will be dealt with by JT in accordance with its privacy policy which can be viewed at www.jtglobal.com/global/privacy-policy/. JT may also use personal information to provide updates with news about its products and services using the contact details provided. JT may share such information with other affiliates of JT Group Limited and may send details of other goods and services, which may be of interest. If a participant does not wish to



receive marketing communications, they must inform JT via its website www.jtglobal.com. Each participant has a right to ask for a copy of the information held about them in JT's records and to require JT to correct any inaccuracies by writing to Customer Services, PO Box 53, No 1 The Forum, Grenville Street, St Helier, Jersey JE4 8PB or emailing customer services at Customer.services@jtglobal.com.