

TERMS OF REFERENCE

3 Months Free Mobile Service Offer

2026 Promotion Specific Terms of Reference

1. This offer is available where You are a new customer of Ours and You sign up to a new post-paid mobile Service with Us for a Minimum Contract Period of 12 months (an “**Eligible Service**”) during the period 14 August 2026 to 12 November 2026 (the “**Promotional Period**”).
2. Where You sign up to an Eligible Service for a Minimum Contract Period of 12 months during the Promotional Period, You will be entitled to receive the first 3 months’ use of the Eligible Service for free (the “**Offer**”), subject to the terms of reference below in relation to the selected Service(s). You may cancel the Eligible Service during the first 14 days of the Minimum Contract Period without penalty. However, after this 14-day period expires, the Minimum Contract Period shall apply and You will be liable to pay all Service Charges for the Eligible Service for the balance of the Minimum Contract Period.
3. Where You sign up or port over to a post-paid mobile Service for a Minimum Contract Period of 12 months, You shall be entitled to receive the Service free of monthly rental charges for the first 3 months of the Minimum Contract Period. However, You shall still be liable for all other Service Charges, including out of bundle usage charges.
4. The Offer is non-transferable and non-refundable and You cannot receive cash, or an alternative item, in place of the Offer.
5. You shall be subject to a full verification process and the Offer may not be claimed without valid confirmation by Us as to Your identity and eligibility. Our decision in this regard shall be final. We may vary, suspend or terminate this Offer at any time and for any reason and in particular, if it becomes necessary to do so for reasons outside Our reasonable control or to ensure the Offer is administered fairly. You shall not be eligible for this Offer where You are an existing customer and cancel Your Service then re-sign up to an Eligible Service in order to take advantage of the Offer.
6. Where You sign up for an Eligible Service, You may upgrade Your Service during the Minimum Contract Period at any time. However, You may not subsequently downgrade Your Service during the Minimum Contract Period. Where You sign up for a Service and You downgrade or cancel that Service during the Minimum Contract Period, You will be liable to pay all Service Charges for that Service for the balance of the Minimum Contract Period.
7. These terms of reference are in addition to Our post-paid mobile Service and/or Our Data Service terms and conditions (as applicable), which are available online at <https://www.jtglobal.com/global/terms-conditions/>.
8. Any capitalised term not defined in these terms of reference shall have the meaning given to it in the definitions terms and conditions: <https://www.jtglobal.com/wp-content/uploads/Definitions.pdf>.
9. A cooling-off period of 14 days applies to all Eligible Services.
10. To the full extent permitted by law, JT and its associated companies and any agencies (the “**Relevant Parties**”) exclude all liability for any loss, damage, claim, injury, cost or expense suffered or incurred by any person arising out of, or in connection with, this Offer, including without limitation any direct, indirect, economic or consequential loss, or any loss arising from any negligent act or omission of any of the Relevant Parties, except where such liability cannot be excluded by law.
11. JT will not accept liability for any claims lost or damaged, nor for any associated costs to claimants.
12. By participating in this Offer, each customer acknowledges and consents to JT handling their personal information for the purposes of administering the Offer. Each customer can also view JT’s privacy notice at www.jtglobal.com/global/privacy-policy. Each customer has a right to ask for a copy of the personal information held about them in JT’s records by emailing dpo@jtglobal.com. If a customer requires JT to correct any inaccuracies, they can write to Customer Services, PO Box 53, No. 1 The Forum, Grenville Street, St Helier, Jersey JE4 8PB or email customer services at customer.services@jtglobal.com.