

JT One Ultra - Terms of Reference (Guernsey)

1. The following terms of reference are in addition to and must be read in conjunction with the following JT Terms & Conditions:
 - (a) Data Service Terms & Conditions;
 - (b) Exchange Line Service Terms and Conditions;
 - (c) Post-paid Mobile Service Terms & Conditions; and
 - (d) JT Total Wi-Fi terms of reference (available here: <https://www.itglobal.com/global/jt-total-wi-fi/total-wi-fi-terms-of-reference/>).
2. Unless otherwise specified, terms used in these terms of reference have the same meaning as defined in JT's Exchange Line Service Terms and Conditions.
3. The most up to date pricing for the services set out in these terms of reference can be found at <https://www.itglobal.com/global/jtone/>. All services and pricing may be updated from time to time by JT in accordance with the applicable JT Terms and Conditions.

Requirements

4. In order to qualify for JT One Ultra, the Customer must agree to each of the following:
 - (a) Sign up to a broadband or fibre service, a mobile service, a landline service and the entry level landline call bundle, which must all be on the same account.
 - (b) Online billing and payment by Direct Debit are a pre-requisite for this service.
 - (c) A twenty-four (24) month contract term for each of their broadband/fibre service and landline service (including the entry level landline call bundle).
5. A Customer who is within the minimum term of a contract for their existing mobile service, whether with JT or another mobile service provider, cannot transfer their mobile service to a new JT One Ultra service until they either: (i) complete the minimum term of their contract; or (ii) pay JT or their mobile service provider (as applicable) for the remainder of that minimum term.
6. A Customer who is within the minimum term of a contract for their existing JT broadband service or JT landline service may transfer their broadband and/or landline services to a JT One Ultra service by signing a new JT One Ultra twenty-four (24) month contract for both services, provided that a Customer cannot downgrade their broadband speed at the time of the transfer.

JT One Ultra Service

7. The JT One Ultra entry plan includes the following per month:
 - (a) broadband: up to 20Mb service with unlimited usage, or 500Mb download/50Mb upload broadband service if the Customer is connected to JT Fibre;

- (b) broadband: JT Total Wi-Fi starter pack;
- (c) mobile: unlimited calls to all Channel Island and United Kingdom landlines and mobiles and 1,000,000 SMSs to any destination; and
- (d) landline: unlimited calls to all Channel Island and United Kingdom landlines & mobiles and the fixed landline rental.

8. Mobile allowance:

- (a) up to four (4) JT One Ultra mobile services (each charged at the applicable rate for the mobile option selected by the Customer) are allowed per JT One Ultra package.
- (b) up to four (4) devices purchased by means of a JT Pay Monthly plan are allowed per JT One Ultra package.

JT One Ultra Broadband Terms

9. Once signed up to JT One Ultra, a Customer may add the following upgrades to the speed of their broadband service at any time:

- (a) 40Mb, unlimited usage.
- (b) 60Mb, unlimited usage.
- (c) 100Mb, unlimited usage.
- (d) 1Gb download/100Mb upload Broadband (Fibre service only).
- (e) 20Mb Professional Broadband service with a fixed IP and 10:1 contention ratio.
- (f) 40Mb Professional Broadband service with a fixed IP and 10:1 contention ratio.
- (g) 60Mb Professional Broadband service with a fixed IP and 10:1 contention ratio.
- (h) 100Mb Professional Broadband service with a fixed IP and 10:1 contention ratio.
- (i) 500Mb/50Mb (Fibre service only) Professional Broadband service with a fixed IP and 10:1 contention ratio.
- (j) 1Gb/100Mb (Fibre service only) Professional Broadband service with a fixed IP and 10:1 contention ratio.

10. Although there is no fixed limit on monthly broadband usage, JT reserves the right to apply a fair usage policy. If JT, acting reasonably, is of the opinion that a Customer's broadband usage is excessive compared to standard home or small business usage or has a detrimental effect on other customers, then JT may set a limit on the Customer's monthly usage. Should that limit be persistently breached, JT may restrict, suspend or terminate the Customer's broadband service.

JT One Ultra Mobile Terms

11. Add additional call destinations to the JT One Ultra entry level mobile service with unlimited calls to Channel Islands, United Kingdom and selected international destinations* fixed and mobile numbers.

**The international destinations included are: Australia, Botswana, France, Ireland, Kenya, Latvia, Poland, Portugal, South Africa and USA.*

12. Add data to the JT One Ultra mobile service with the following options:
 - (a) 1GB;
 - (b) 10GB;
 - (c) 25GB;
 - (d) 100GB; and
 - (e) mobile data share.
13. Additional JT One Ultra mobile services (up to a maximum of four (4)) may be added onto an individual JT One Ultra plan.
14. Existing pay as you go Customers may transfer their mobile service to the JT One Ultra package. The JT account holder of the account on to which the mobile will be transferred, must bring photographic identification together with the pay as you go mobile handset itself into the retail outlet, where the retail staff will process the request.
15. The call minutes and SMS allowances are unique to the JT One Ultra mobile service and will not be shared with any other mobiles on the same account. Mobile data can be shared across multiple devices on the same account where a data share bolt-on is purchased for each additional device. The SMSs and mobile data allowances are for the billed month. Any data and/or SMSs that remains unused at the end of a month will not be carried over to the following month. All usage in excess of the above allowances will be charged at JT's standard rates.
16. The SMS allowance only applies to SMSs sent from a mobile device connected to JT's network in Jersey or Guernsey, but such SMSs can be sent to any number worldwide. JT cannot guarantee delivery of any SMS.
17. Any calls, SMSs and data used whilst roaming will be charged at JT's standard roaming rates. See www.jtglobal.com/roaming for more information.

JT One Ultra Mobile Roaming

18. If the Customer chooses to add data to the JT One Ultra mobile services as detailed above (either by purchasing an individual mobile data bolt-on or a shared mobile data bolt-on), the Customer will be able to access and use the mobile data allowance without incurring additional usage charges in the destinations listed on JT's website at www.jtglobal.com/global/terms-conditions/ (the "**Free Roaming Data**").
19. Customers on a JT Pay Monthly mobile plan who share mobile data with a JT One Ultra mobile plan will not have access to the shared Free Roaming Data whilst roaming.
20. For the sake of clarity:
 - (a) the Free Roaming Data only applies to mobile data. Any roaming call minutes or

- SMSs will be charged at JT's standard roaming rates;
 - (b) once the whole of the Customer's mobile data allowance has been used, any additional mobile data usage (including any roaming mobile data usage) will be charged at JT's standard (roaming) rates;
 - (c) if the Customer uses mobile data whilst roaming (including the Free Roaming Data) for a period in excess of thirty (30) consecutive calendar days, JT has the right to charge for any roaming usage at its standard roaming rates; and
 - (d) JT may change the list of countries where the Free Roaming Data is available at any time without notice to the Customer. Any changes to the list of countries will be published on the JT website at www.jtglobal.com/global/terms-conditions/.
21. The Free Roaming Data is only available to Customers based in the Channel Islands and who permanently reside in the Channel Islands. JT will consider a Customer to be permanently residing in the Channel Islands if:
- (a) the Customer's bill is sent to an address in the Channel Islands;
 - (b) the mobile device is used in the Channel Islands at least once every thirty (30) consecutive calendar days; and
 - (c) the Customer's inclusive voice, SMS and mobile data consumption in the Channel Islands is greater than the amount consumed whilst the Customer is roaming,
- (together the "**Conditions**").
22. If any one (1) or more of the Conditions is not fulfilled, JT reserves the right to charge its standard roaming rates for any roaming mobile data usage.
23. If a Customer resells a JT Subscriber Identity Module ("**SIM**") to a person who does not fulfil any one (1) or more of the Conditions, then JT may block the use of that JT SIM.

JT One Ultra Family Mobile

24. Once signed up to, or upon sign up to, the JT One Ultra package (without being required to renew or extend the JT One Ultra term) a Customer may add one (1) or more JT One Ultra Family Mobiles to their JT One Ultra package, each of which contains the following additional features:
- (a) an additional fifty (50) minutes of free calls to local fixed and mobile numbers in the Channel Islands;
 - (b) an additional fifty (50) free SMSs to mobile numbers in the Channel Islands; and
 - (c) an additional 10GB of free mobile data which can be used when roaming in the Channel Islands and when roaming in the destinations listed on JT's website at www.jtglobal.com/global/terms-conditions/.
25. For the avoidance of doubt, the inclusive balances listed at clauses 24 above (the "**Balances**") may not be used while the JT One Ultra Family Mobile is roaming outside of the Channel Islands.

26. The option to add a JT One Ultra Family Mobile is not available to Customers who have signed up to the JT One Lite package.
27. A JT One Ultra Family Mobile cannot replace the mandatory mobile service packaged with JT One Ultra.
28. A Customer who has added a JT One Ultra Family Mobile to their JT One Ultra package will not be able to use the JT One Ultra Family Mobile to carry out the following:
 - (a) generate usage that may incur an out of bundle overage charge, for example, making calls to premium rate numbers;
 - (b) make/receive a mobile call whilst roaming outside of the Channel Islands; or
 - (c) send an SMS whilst roaming outside of the Channel Islands.
29. Where a Customer who has a JT One Ultra Family Mobile expends the Balances on that JT One Ultra Family Mobile in full, the Customer will continue to be able to use the JT One Ultra Family Mobile to make an unlimited amount of calls and SMSs to other mobile numbers provisioned on the same JT Account. Calls to fixed numbers are not included as part of this feature and the unlimited calls and SMSs to mobile numbers feature shall only apply once the Balances have been expended in full. For the avoidance of doubt, a Customer shall continue to be able to make calls to emergency services and other freephone numbers at all times using the JT One Ultra Family Mobile.
30. A Customer who has added a JT One Ultra Family Mobile to their JT One Ultra package may add additional data bolt-ons to their JT Account greater than the 10GB free mobile data allowance as per clause 12 above.
31. A Customer who has added the JT One Ultra Family Mobile to their JT One Ultra package may also benefit from shared mobile data as per clause 12 above.
32. The 10GB of free mobile data on the JT One Ultra Family Mobile cannot be shared with other users on the same JT Account.
33. Where a Customer has added a JT One Ultra Family Mobile to their JT One Ultra package and removes a service from their JT One Ultra account pursuant to clause 35 below, the pricing for the remaining services will be as per clause 36 below, and the pricing for each JT One Ultra Family Mobile will be changed to the most similar JT standalone mobile service for the remaining minimum term to include 10,000 Channel Island call minutes to mobiles and landlines, 10,000 SMSs to Channel Island mobiles and 10GB of mobile data.

General terms

34. Subscription to JT One Ultra cannot be taken in conjunction with any other JT landline, mobile, broadband or JT Fibre promotional offers.
35. If the Customer removes the mobile service, the broadband service, and/or the landline

service or the entry level landline call bundle from the JT One Ultra account, JT One Ultra pricing for the remaining service is no longer valid. The account holder will be liable to pay for the remaining minimum term on any disconnected service and the remaining connected services will revert to the following tariffs (the price of which will be at the monthly rate advertised by JT at the time of disconnection, subject to change from time to time at JT's discretion):

- (a) JT Unlimited broadband – unlimited broadband at the same speed the Customer was subscribed to on JT One Ultra at the time of disconnection (Professional Broadband service will be provided if the Customer had upgraded to that service).
 - (b) JT landline – the standard Coreline rate without any landline call minute bundle.
 - (c) JT Pay Monthly mobile – 10,000 Channel Island and United Kingdom minutes and SMSs with any existing data bolt-ons to which the Customer had subscribed to remain valid save that the Free Roaming Data will no longer apply and any roaming data usage will be charged at JT's standard roaming rates.
36. Online Billing and payment by Direct Debit are standard on the JT One Ultra plan. JT will be entitled to charge for each of: (i) billing not received online; and (ii) payment made other than by Direct Debit. Therefore, a Customer that does not sign up to either online billing or payment by Direct Debit may incur additional charges each month.
37. JT One Ultra landline and mobile allowances do not include calls made and SMSs sent to premium rate numbers or any other specialised landline or mobile services that incur charges in excess of standard call charges, as detailed on www.jtglobal.com.