

TERMS OF REFERENCE

JT One Ultra (Guernsey)

1. The following terms of reference are in addition to and must be read in conjunction with the following Terms and Conditions:
 - (a) [Data Service](#) Terms and Conditions;
 - (b) [Exchange Line Service](#) Terms and Conditions;
 - (c) [Definitions](#) Terms and Conditions;
 - (d) [Post-paid Mobile Service](#) Terms and Conditions; and
 - (e) JT Total Wi-Fi terms of reference (available here: <https://www.jtglobal.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 Our [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.jtglobal.com/global/jtone/>. We may update all Services and pricing from time to time in accordance with the applicable Terms and Conditions.

REQUIREMENTS

4. In order to qualify for JT One Ultra, You 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 24-month contract term for each of Your broadband/fibre Service and landline Service (including the entry level landline call bundle).
5. Where You are within the minimum term of a contract for Your existing mobile Service, whether with Us or another mobile service provider, You cannot transfer Your mobile Service to a new JT One Ultra Service until You either: (i) complete the minimum term of Your contract; or (ii) pay Us or Your mobile service provider (as applicable) for the remainder of that minimum term.
6. Where You are within the minimum term of a contract for Your existing JT broadband Service or JT landline Service, You may transfer Your broadband and/or landline Services to a JT One Ultra Service by signing a new JT One Ultra 24-month contract for both Services, provided that You cannot downgrade Your 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 (where connected to the copper network), up to 50Mb download/upload Service (where connected to the Guernsey fibre network) or up to 944Mb download and 94Mb upload Service (where connected to the JT fibre network) with unlimited usage;
 - (b) broadband: JT Total Wi-Fi starter pack;
 - (c) mobile: unlimited calls to all Channel Island and United Kingdom landlines (for the avoidance of doubt, this excludes 0800 landline numbers which are for UK subscribers only whilst on their home UK network at the free rate. Any calls to 0800 numbers are chargeable at a rate of £1.00 per minute to cover the cost that JT incurs from the relevant roaming partner) and mobiles and 1,000,000 SMSs to any destination; and
 - (d) landline: unlimited calls to all Channel Island and United Kingdom landlines and mobiles and landline rental.
8. Mobile allowance:
 - (a) up to 4 additional JT One Ultra mobile Services (each charged at the applicable rate for the mobile option selected by You) are allowed per JT One Ultra package.
 - (b) up to 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, You may add the following upgrades to the speed of Your broadband Service at any time:
 - (a) where connected to the JT copper network:
 - (i) 40Mb, unlimited usage;
 - (ii) 60Mb, unlimited usage; or
 - (iii) 100Mb, unlimited usage,
 - (b) where connected to the Guernsey fibre network:
 - (i) 75Mb, unlimited usage;

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- (ii) 150Mb, unlimited usage;
- (iii) 500Mb, unlimited usage;
- (iv) 1Gb, unlimited usage;
- (v) 1.5Gb, unlimited usage; or
- (vi) 2Gb, unlimited usage,

(c) where connected to the JT fibre network, 944Mb download and 944Mb upload speed, unlimited usage.

For the avoidance of doubt, where You upgrade the speed of Your broadband Service, the contract term of Your JT One Ultra plan will renew for a further 24 months.

10. Although there is no fixed limit on monthly broadband usage, You must comply with Our [Fair Usage Policy](#).

JT ONE ULTRA MOBILE TERMS

11. You may add additional call destinations to the JT One Ultra entry level mobile Service with unlimited calls to Channel Islands, United Kingdom (for the avoidance of doubt, this excludes 0800 landline numbers which are for UK subscribers only whilst on their home UK network at the free rate. Any calls to 0800 numbers are chargeable at a rate of £1.00 per minute to cover the cost that JT incurs from the relevant roaming partner) and selected international destinations* landline and mobile numbers.

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

12. You may add data to the JT One Ultra mobile Service with the following options:

- (a) 1GB;
- (b) 10GB;
- (c) 25GB;
- (d) unlimited mobile data (subject to Our [Fair Usage Policy](#)); and
- (e) mobile data share.

13. Additional JT One Ultra mobile Services (up to a maximum of 4) may be added onto an individual JT One Ultra plan. However, the unlimited mobile data bolt-on is only applicable to one SIM card on Your Account and cannot be shared with other numbers on Your Account.

14. Where You receive an existing pay as you go Service, You may transfer Your mobile Service to the JT One Ultra package. The JT Account holder of the Account on to which the mobile Service will be transferred, must bring photographic identification together with the pay as you go mobile handset itself into the retail outlet, where Our 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 SMS and mobile data allowances are for the billed month. Any data and/or SMSs that remain 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 Our standard rates.

16. The SMS allowance only applies to SMSs sent from a mobile device connected to Our network in Jersey or Guernsey, but such SMSs can be sent to any number worldwide. We cannot guarantee delivery of any SMS.

17. Any calls, SMSs and data used whilst roaming will be charged at Our standard roaming rates. See www.jtglobal.com/roaming for more information.

JT ONE ULTRA ROAMING DATA BOLT-ON

18. If You choose 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), You will be able to access and use the mobile data allowance applicable to Your mobile Service without incurring additional usage charges in the destinations listed on Our website at www.jtglobal.com/global/terms-conditions/ (the “Free Roaming Data”).

19. Where You are signed up to a JT Pay Monthly mobile plan and share mobile data with a JT One Ultra mobile plan, You 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 and not call minutes or SMSs;
- (b) once the whole of Your mobile data allowance has been used, any additional mobile data usage (including any roaming mobile data usage) will be charged at Our standard (roaming) rates;
- (c) if You use mobile data whilst roaming (including the Free Roaming Data) for a period in excess of 30 consecutive calendar days, We have the right to charge for any roaming usage at Our standard roaming rates; and
- (d) We may change the list of countries where the Free Roaming Data is available at any time without notice to You. Any changes to the list of countries will be published on Our website at www.jtglobal.com/global/terms-conditions/

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[conditions/](#) (the “**Included Countries**”).

21. The Free Roaming Data is only available to You where You are based in the Channel Islands and You permanently reside in the Channel Islands. We will consider You to be permanently residing in the Channel Islands if:
 - (a) Your 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) Your inclusive voice, SMS and mobile data consumption in the Channel Islands is greater than the amount consumed whilst You are roaming,(together, the “**Conditions**”).
22. If any one or more of the Conditions is not fulfilled, We reserve the right, at Our sole discretion, to: (i) charge Our standard roaming rates for any roaming mobile data usage; (ii) charge overage roaming rates for any roaming mobile data usage; and/or (iii) suspend Your ability to roam on the networks of partner operators in other countries.
23. If You resell a JT Subscriber Identity Module (“**SIM**”) to a person who does not fulfil any one or more of the Conditions, then We may block the use of that JT SIM.

JT ONE ULTRA ROAMING CALLS/SMS BOLT-ON

24. You may choose to purchase an optional bolt-on to be able to access and use the mobile minutes and SMS allowance applicable to Your mobile Service without incurring additional usage charges where roaming in the Included Countries (the “**Roaming Calls/SMSs Bolt-On**”).
25. This Roaming Calls/SMSs Bolt-On may only be added to a mobile Service associated with a JT One Ultra plan.
26. The additional charge associated with the Roaming Calls/SMSs Bolt-On is charged per mobile subscriber. As an example, where You have two JT One Ultra mobile Services on Your Account and You would like to purchase the Roaming Calls/SMSs Bolt-On for each mobile Service, You would have to purchase two Roaming Calls/SMSs Bolt-Ons.
27. The Roaming Calls/SMSs Bolt-On is active for a minimum of 30 days from the point of activation and You shall be charged the full monthly price of the Roaming Calls/SMSs Bolt-On from the point of activation each month or part thereof.
28. Once the Roaming Calls/SMSs Bolt-On has been activated, You shall be able to use the allowance of mobile minutes and SMSs applicable to Your mobile Service without incurring additional usage charges when roaming in the Included Countries. For example, where You have a JT One Ultra entry level mobile Service, the Roaming Calls/SMSs Bolt-On will enable You to use Your allowance of mobile minutes to make calls to the Included Countries as well as Channel Island landlines and mobiles.
29. For the avoidance of doubt, where You:
 - (a) purchase the Roaming Calls/SMSs Bolt-On;
 - (b) roam onto a mobile network in the Included Countries; and
 - (c) receive an incoming call or SMS,the incoming call/SMS will neither decrement the balance of the allowance of minutes and SMSs applicable to Your mobile Service nor will Your mobile Service be charged for the incoming call/SMS.
30. You can add or remove the Roaming Calls/SMSs Bolt-On via the following methods:
 - (a) through the JT My Account application, which can be installed on an Android or iOS device;
 - (b) by emailing: mobile.services@jtglobal.com;
 - (c) by telephoning the Contact Centre on 01481 882882; or
 - (d) by visiting Our retail store in Guernsey.
31. Once the 30-day duration of the Roaming Calls/SMSs Bolt-On elapses, it will remain active and continue to renew for 30-day periods on Your Account unless and until You remove it using one of the methods at clause 30, above.
32. Where You (i) exceed the allowance of minutes and/or SMSs applicable to Your mobile Service; or (ii) roam onto a mobile network that is not in the Included Countries, You will be charged Our standard roaming rates for such usage, which are available at <https://www.jtglobal.com/global/roaming/>.
33. The Roaming Calls/SMSs Bolt-On is available where You are a new or existing customer signed up to a JT One Service. For the avoidance of doubt, the Roaming Calls/SMSs Bolt-On is not available where You are an existing customer on a legacy tariff including but not limited to MyMobile or JT Complete, unless You sign up to a JT One Service and purchase the Roaming Calls/SMSs Bolt-On.
34. We may change the Included Countries at any time at Our sole discretion and without notice to You. Any changes to the list of countries will be published on Our website at www.jtglobal.com/global/terms-conditions/.
35. The Roaming Calls/SMSs Bolt-On is only available where You are based in the Channel Islands and permanently reside in the Channel Islands. We will consider You to be permanently residing in the Channel Islands where You

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comply with the Conditions set out above.

- 36. If any one or more of the Conditions is not fulfilled, We reserve the right, at Our sole discretion, to: (i) charge Our standard roaming rates for any roaming minutes/SMSs; (ii) charge overage roaming rates for any roaming minutes/SMSs; and/or (iii) suspend Your ability to roam on the networks of partner operators in other countries.
- 37. If You resell a JT SIM to a person who does not fulfil any one or more of the Conditions, then We may block the use of that JT SIM.
- 38. We reserve the right to remove the Roaming Calls/SMSs Bolt-On from sale at any time.

JT ONE ULTRA FAMILY MOBILE

- 39. 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) You may add 1 or more JT One Ultra Family Mobiles to Your JT One Ultra package, each of which contains the following additional features:
 - (a) an additional 50 minutes of free calls to Channel Island landline and mobile numbers whilst in the Channel Islands;
 - (b) an additional 50 free SMSs to Channel Island mobile numbers whilst 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 Our website at www.itglobal.com/global/terms-conditions/.
- 40. For the avoidance of doubt, of the inclusive balances listed at clause 39 above (the “Balances”) only the 10GB free mobile data may be used while the JT One Ultra Family Mobile is roaming outside of the Channel Islands.
- 41. The option to add a JT One Ultra Family Mobile is not available where You have signed up to the JT One Lite package.
- 42. A JT One Ultra Family Mobile cannot replace the mandatory mobile Service packaged with JT One Ultra.
- 43. Where You have added a JT One Ultra Family Mobile to Your JT One Ultra package, You 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.
- 44. Where You have a JT One Ultra Family Mobile and You expend the Balances on that JT One Ultra Family Mobile in full, You 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 landline 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, You 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.
- 45. Where You have added a JT One Ultra Family Mobile to Your JT One Ultra package, You may add additional data bolt-ons to Your JT Account greater than the 10GB free mobile data allowance as per clause 12 above.
- 46. Where You have added the JT One Ultra Family Mobile to Your JT One Ultra package, You may also benefit from shared mobile data as per clause 12 above.
- 47. The 10GB of free mobile data on the JT One Ultra Family Mobile cannot be shared with other users on the same JT Account.
- 48. Where You have added a JT One Ultra Family Mobile to Your JT One Ultra package and remove a Service from Your JT One Ultra Account pursuant to clause 50 below, the pricing for the remaining Services will be as per clause 50 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

- 49. Subscription to JT One Ultra cannot be taken in conjunction with any other JT landline, mobile, broadband or JT Fibre promotional offers.
- 50. If You remove the mobile Service, the broadband Service, and/or the landline Service or the entry level landline call bundle from the JT One Ultra plan, JT One Ultra pricing for the remaining service is no longer valid. The JT 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 Us at the time of disconnection, subject to change from time to time at Our discretion):
 - (a) JT Unlimited broadband – unlimited broadband at the same speed You were subscribed to on JT One Ultra at the time of disconnection (Professional Broadband Service will be provided if You have upgraded to that Service).
 - (b) JT Landline – the standard Coreline rate without any landline call minute bundle.

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- (c) JT Pay Monthly Mobile – 10,000 Channel Island and United Kingdom minutes and SMSs with any existing data bolt-ons to which You had subscribed to remain valid save that the Free Roaming Data will no longer apply and any roaming data usage will be charged at Our standard roaming rates.
- 51. Online billing and payment by Direct Debit are standard on the JT One Ultra plan. We will be entitled to charge for each of: (i) billing not received online; and (ii) payment made other than by Direct Debit. Therefore, where You do not sign up to either online billing or payment by Direct Debit, You may incur additional charges each month.
- 52. 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.