

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 (where connected to the copper network), up to 30Mb download and 3Mb 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 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 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) 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) 50Mb, unlimited usage;
 - (ii) 100Mb, unlimited usage;
 - (iii) 300Mb, unlimited usage; or
 - (iv) 1Gb, unlimited usage,
- (c) where connected to the JT fibre network, 944Mb download and 944Mb upload speed, unlimited usage.

For the avoidance of doubt, where a Customer upgrades the speed of their broadband service, the contract term of their JT One Ultra plan will renew for a further twenty-four (24) months.

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* landline 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 SMS 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.itglobal.com/roaming for more information.

JT One Ultra Roaming Data Bolt-On

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 applicable to their mobile service without incurring additional usage charges in the destinations listed on JT's website at www.itglobal.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 and not call minutes or SMSs;
 - (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/ (the "**Included Countries**").
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, at its sole discretion, to: (i) charge its standard roaming rates for any roaming mobile data usage; (ii) charge overage roaming rates for any roaming mobile data usage; and/or (iii) suspend the Customer's ability to roam on the networks of partner operators in other countries.
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 Roaming Calls/SMSs Bolt-On

24. From 27 May 2022, the Customer may choose to purchase an optional bolt-on to be able to access and use the mobile minutes and SMS allowance applicable to their 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 the Customer has two (2) JT One Ultra mobile services on their account and they would like to purchase the Roaming Calls/SMSs Bolt-On for each mobile service, the Customer would have to purchase two (2) Roaming Calls/SMSs Bolt-Ons.
27. The Roaming Calls/SMSs Bolt-On is active for a minimum of thirty (30) days from the point of activation and the Customer 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, the Customer shall be able to use the allowance of mobile minutes and SMSs applicable to their mobile service without incurring additional usage charges when roaming in the Included Countries. For example, where the Customer has a JT One Ultra entry level mobile service, the Roaming Calls/SMSs Bolt-On will enable the Customer to use their 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 the Customer:
 - (a) purchases the Roaming Calls/SMSs Bolt-On;
 - (b) roams onto a mobile network in the Included Countries; and
 - (c) receives an incoming call or SMS,the incoming call/SMS will neither decrement the balance of the allowance of minutes and SMSs applicable to the Customer's mobile service nor will the Customer's mobile service be charged for the incoming call/SMS.
30. A Customer 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 Customer Contact Centre on 01481 882882; or
 - (d) by visiting JT's retail store in Guernsey or London House, Alderney.
31. Once the thirty (30) day duration of the Roaming Calls/SMSs Bolt-On elapses, it will remain active and continue to renew for thirty (30) day periods on the Customer's account unless and until the Customer removes it using one of the methods at clause 30, above.
32. Where the Customer (i) exceeds the allowance of minutes and/or SMSs applicable to the Customer's mobile service; or (ii) roams onto a mobile network that is not in the Included Countries, they will be charged JT's 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 to new and existing Customers signed up to a JT One service. For the avoidance of doubt, the Roaming Calls/SMSs Bolt-On is not available to existing Customers on legacy tariffs including but not limited to *MyMobile* or *JT Complete*, unless these existing Customers sign up to a JT One service and purchase the Roaming Calls/SMSs Bolt-On.
34. JT may change the Included Countries at any time at its sole discretion and without notice to the Customer. Any changes to the list of countries will be published on the JT website at www.itglobal.com/global/terms-conditions/.
35. The Roaming Calls/SMSs Bolt-On 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 where they comply with the Conditions set out above.
36. If any one (1) or more of the Conditions is not fulfilled, JT reserves the right, at its sole discretion, to: (i) charge its standard roaming rates for any roaming minutes/SMSs; (ii) charge overage roaming rates for any roaming minutes/SMSs; and/or (iii) suspend the Customer's ability to roam on the networks of partner operators in other countries.
37. If a Customer resells a JT 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.
38. JT reserves 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) 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 landline 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.itglobal.com/global/terms-conditions/.
40. For the avoidance of doubt, the inclusive balances listed at clauses 39 above (the "**Balances**") may not 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 to Customers who 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. 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.
44. 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 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, 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.
45. 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.
46. 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.
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 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 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 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 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 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.
51. 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.
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.itglobal.com.