



Pay Monthly “Islander Plan”

Terms & Conditions

The Airtel “Islander Plan” Terms and Conditions should be read in conjunction with the Jersey Airtel Pay Monthly Mobile Terms and Conditions and the Jersey Airtel Consumer General Terms and Conditions (which are available to view online at <https://www.sure.com/jersey/airtel/terms-and-conditions/>).

Where there is conflict between the Airtel “Islander Plan” Terms and Conditions and the Jersey Airtel Pay Monthly Mobile Terms and Conditions or the Jersey Airtel Consumer General Terms and Conditions, the specific Terms and Conditions for the Airtel “Islander Plan” shall apply, but all other provisions within the Jersey Airtel Pay Monthly Mobile Terms and Conditions and the Jersey Airtel Consumer General Terms and Conditions shall remain in full force and effect.

Guernsey Airtel Customers can enjoy unlimited calls and SMS to all CI/UK numbers (excluding premium, low rate and special numbers) plus unlimited local data, with the first 15GB of data at full 4G speed and then further unlimited data at a reduced speed, unless a full 4G speed data bolt-on is added. Please refer to the table below for details:

Minutes (Mins)	Unlimited
SMS (Count)	Unlimited
Data Allowance (GB) – 15GB at full 4G speeds, then reduced speed for further unlimited use	15GB

1. The “Islander Plan” is available to all residents in the Bailiwick of Guernsey who sign a Pay Monthly contract with a minimum term of 12 months.

The bundled Minutes, SMS and Data included within the “Islander Plan” must be originated from the Channel Islands and do not include roaming usage. Roaming usage will be charged as per the standard rates published on <https://www.sure.com/jersey/airtel/roaming-charges/>

The bundle excludes international calls, international Text messages, premium calls and voicemail services. any usage outside of the monthly bundled Minutes will be charged as per our standard rates as defined on <https://www.sure.com/jersey/airtel/call-and-data-charges/>

2. Out of bundle calls will be rated with a per minute pulse.
3. Out of bundle data sessions have a minimum session charge of 1KB and subsequent charging is always rounded up to the next KB session.
4. To add further full 4G speed data bolt-ons once the first 15GB has been reached, there are 3 bolt-ons available for this plan; 10GB , 20GB and 50GB. These can be applied to the “Islander Plan” to enhance the speed of data after it has consumed 15GB of data at full 4G speed.

Data bolt-ons will be charged as per our standard rates as defined on <https://www.sure.com/jersey/airtel/call-and-data-charges/> and can be added to the “Islander Plan” by calling our Call Centre. Once applied the Bolt-on will stay on the account for the duration of the contract term. There is no opt out available.

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5. If you choose not to add a data bolt-on when you exceed 15GB, you continue to use data at a reduced speed.
6. All monthly allowances will automatically reset on the next billing cycle which commences at 00:01 on 20th of each month.
7. Customers still within a contract term are not eligible to sign-up to this “Islander Plan” until their existing contract term has expired.
8. This is a retail product and is not available to any type of corporate business, any misuse of services can result in services being withdrawn with immediate effect.
9. The Acceptable Use Policy is defined as below:
 - 9.1.1 If Jersey Airtel Limited becomes aware of usage that gives cause for commercial concern or in our reasonable opinion, we establish any of our services are being used in a way for which they were not intended, then we may ask the customer to modify their usage pattern, or in extreme circumstances we may limit, restrict or charge for access to these services.
10. This plan can be withdrawn by Jersey Airtel Limited at any time.