



Pay Monthly “Islander Connect” Updated September 2024

Terms & Conditions:

The Airtel “Islander Connect” Terms and Conditions should be read in conjunction with the Jersey Airtel Pay Monthly or 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/>).

In the event of any conflict between the Airtel “Islander Connect” 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 of the “Islander Connect” plan shall prevail. All other provisions of the Jersey Airtel Pay Monthly Mobile Terms and Conditions and the Jersey Airtel Consumer General Terms and Conditions will remain in full force and effect.

The “Islander Connect” plans are available exclusively to Jersey Airtel Limited customers and are primarily designed for domestic use. These plans allow for 'unlimited' minutes, SMS to the Channel Islands, UK, EU, Switzerland, Turkey, and the USA, and data usage within the Channel Islands, UK, EU, Switzerland, Turkey, and the USA, subject to the following **Acceptable Use Policy**:

- i) **Fair Usage and Commercial Concern:** If Jersey Airtel Limited identifies usage of the “Islander Connect” plan that raises commercial concerns or, in our reasonable opinion, determines that services are being used in a manner not intended, we may request that the Customer modify their usage patterns. In extreme circumstances, we reserve the right to limit, restrict, or impose additional charges for access to these services.
- ii) **Roaming Limitations:** The “Islander Connect” plan may not be used for roaming purposes for more than 21 days within any 30-day period. If roaming exceeds 21 days, roaming services may be limited, restricted, or subject to additional charges.
- iii) **Contractual Limitations:** Customers currently under a monthly rolling contract term are not eligible to sign up for the “Islander Connect” plan until they opt for a minimum 12-month contract term. Any customer (New or existing) is not eligible for any discounts on fixed line services upon signing up for any Islander Connect plans.
- iv) **Plan Withdrawal:** Jersey Airtel Limited reserve the right to withdraw the “Islander Connect” plan at any time. Any misuse of services may result in the immediate withdrawal of services.
- v) **Exclusions:** The following products cannot be used in conjunction with Islander Connect Plans:
 - 1GB Data Roaming bolt On
 - 3GB Data Roaming bolt On
 - 5GB Data Roaming bolt On
 - Roaming power up



• 7 day holiday bundle

For further information, please contact Customer Services