

IMPORTANT CUSTOMER INFORMATION

- **GST: With effect from 01st June 2011, Jersey Goods & Service Tax is at 5%**
 - SIM Packs: All prices of SIM Packs are inclusive of GST. For a £5 SIM Pack you pay £5
 - All top-ups - Paper, Easy, Web in Jersey will now get credit of Top-up Value less 5%
 - Pay-Monthly Contracts: 5% GST will be added on to the total bill value
 - Handset Prices: All handset prices are inclusive of GST.
 - Pay-as-you-go & Pay-Monthly Minutes/Texts & Data : No GST is added onto tariffs
- **Pay-Monthly: Pro-rated Billing**
 - Billing and Inclusive Minutes Texts and Data on Pay-Monthly Price Plans & Add-on Packs will be on a prorated basis.
 - Our bill cycle dates are from the 20th of a month to the 19th of the next month.
 - So, for example if you have signed-up to a £30 Plan which gives 600 minutes and Unlimited (9000) Texts on the 5th of June, your bill dated 19th June will charge you 15 days Rental i.e. £15 and your inclusive free minutes will be 300 and inclusive free texts will be 4500. Full rental will be charged and full inclusive minutes/texts/data shall be applicable only for a full bill cycle
- **Pay Monthly Billing Queries**
 - Whilst utmost care is taken to ensure correctness of your pay-monthly bill, in case of any clarification please bring it to our notice within 60 days of the date of this bill. We will not be in a position to entertain any claim or request after 60 days.
- **Pay-Monthly Contracts – Customer Application Form**
 - We urge you to please carefully read all the terms and conditions mentioned on and on the overleaf of our Customer Application Form/s.
 - In case of any clarification please speak to any of our store staff or call 121 from your Airtel-Vodafone mobile/home phone.
- **Pay-as-you-go One Plan**
 - Free calling to one number worldwide* is valid for the calendar year 2011 and is subject to a Fair Usage Policy which is limited to free usage of 30 minutes and 100 texts per day and does not include calls/texts to premium rate /special rate /satellite phone numbers. *Subject to terminating network availability/ congestion limitations
 - and Free texting element will only work to a mobile number and not a landline number
 - Initial validity of the SIM card is 30 days. Any top-up done on the One Plan will carry a validity period of 60 days from the day the top-up is made.
 - All tariffs and charges mentioned above are applicable while the subscriber is in the Channel Islands only and are not applicable whilst roaming.
 - For more details visit www.airtel-vodafone.com/oneplan

Have a query? Simply call our friendly customer services team at **121**

power to you

