



Pay Monthly “Islander Connect” Updated September 2024

Terms & Conditions:

The Airtel-Vodafone “Islander Connect” Terms and Conditions should be read in conjunction with the Airtel-Vodafone General Pay Monthly or Post-Paid Terms and Conditions as available under the Terms and Conditions links on www.airtel-vodafone.com.

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

The “Islander Connect” plans are available exclusively to Guernsey Airtel and Jersey Airtel 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 Guernsey Airtel Limited or 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: Guernsey Airtel and 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 on 07829 700 121 | 07839 700 121 alternatively, email us at 121@airtel-vodafone.com