

## **Terms & Conditions – Rocket Mobile Group Plans**

When you take out a Group discount eligible plan, you can invite up to 4 other Rocket Mobile customers to join you in a Group. By setting up a Group, you will become the Group Leader. By accepting an invitation to join a Group, you will become a Group Member.

Eligible plans include Rocket, Rocket Plus and Rocket Max.

1. Any Rocket Mobile customer can be in a Group, as long as they have an active Rocket Mobile plan. You don't need to share an account or live at the same address.
2. The Group Leader and all Group Members will get a discounted rate for their Group discount eligible plan, provided they remain in a Group and there are two or more eligible active plans in the Group at the time of plan renewal.
3. A Group cannot exist without a Group Leader. Therefore, if a Group Leader leaves the Group, all Group Members will be notified, and the Group Member who was the first to be invited into the Group becomes the new Group Leader.
4. Each connection (or phone number) can only be part of one Group at a time. A customer with multiple connections can have each connection join the same or different Groups.
5. When you join a Group, the discounted rate will apply from the start of your next billing period, unless otherwise specified.

6. If you are a new Rocket Mobile customer, you will need to activate your SIM and ensure you are on the Group discount eligible plan before you can accept your invite to the Group to ensure you benefit from the discounted rate in your following billing cycle. This means you will pay the regular, non-Group discounted price for your plan for your first billing cycle, and if you join a Group within your first billing cycle you are eligible to get a manual credit of the discount for your first month if you contact Customer Services within the first 2 months of activating your SIM to let them know.
7. A separate monthly bill will be sent, via email, to each Rocket Mobile customer in the Group. The bill will show your mobile charges for that billing period, and these will be charged monthly to the payment card used by each Group Leader / Group Member during sign up.
8. Existing Group Members can invite someone to join a Group as long as the number of people in the Group doesn't exceed 5 (Group Leader + 4 Group Members). The minimum number of members in the Group is 2.
9. If someone leaves your Group, all Group Members and the Group Leader will get a notification.
10. Group Leaders can see the name, phone number (MSISDN) and customer number (UUID) of all the Group Members in order for them to manage the Group. By joining a Group you are consenting to your name, phone number and customer number being shared with the Group Leader.

11. Group Members can leave the Group at any time. A Group Member who leaves, or is removed by the Group Leader from a Group, will be billed the regular plan pricing from the start of their next billing period (unless they join another Group before then).
12. Group Members will automatically leave a Group if their plan is cancelled, or they move to a different mobile provider.
13. To cancel a Group, the Group Leader needs to delete all the other Group Members. The Group will be dissolved once only 1 person is left in the Group. If a Group is dissolved, or fewer than two members are on the Group discount eligible plan, no Group discounts will be applied to anyone in the Group.
14. Group discounts do not stack on already discounted plans. Customers who have existing discounts can choose whether to retain their original discount, or switch to the Group discount, not both simultaneously.
15. All Services are for personal use only and subject to your fair, reasonable and non-excessive usage of the Services, as reasonably determined by us with reference to average or estimated normal customer usage patterns of the Services, in accordance with our Acceptable Use Policy ("Fair Usage"). We will consider your usage excessive or unreasonable where we determine that your use of the Services materially exceeds the average or estimated normal use over any period(s), is detrimental to other customers' ability to use our Services, or adversely affects our operations.
16. We reserve the right to change or withdraw this offer at our discretion

These Terms apply in addition to our general Mobile [Terms & Conditions](#). In the event of inconsistency, these terms take priority over the applicable general Mobile [Terms & Conditions](#).

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