



Medianet Terms & Conditions

1. Definitions

“Agreement” means these Terms and Conditions together with the Application Form, as amended from time to time by Medianet.

“Application Form” means the form governed by these Terms and Conditions and completed by the Customer to request the Service.

“Bill” means the monthly invoice issued by Medianet indicating the amount payable for Services provided during a billing period.

“Charges” means all fees, taxes, surcharges and other amounts payable by the Customer for the Service.

“Customer / Subscriber” means the individual who enters into this Agreement with Medianet and uses the Service.

“Customer’s User Information” means all personal details collected by Medianet from the Customer in relation to service provision.

“Intellectual Property Rights” means all copyrights, trademarks, trade names, design rights, patents, proprietary information and similar rights.

“Medianet” means Medianet Private Limited (Registration No: C-349/2005).

“Registration / Connection Fee” means the fee payable by the Customer under Clause 3.3.

“Service” means the package subscribed to by the Customer under this Agreement.

“Third Party Content” means content over which Medianet exercises no editorial control.

2. Service Provision and Use

2.1 Medianet will provide the Service requested by the Customer, subject to this Agreement.

2.2 Customers must be 18 years of age or older. Minors may use the Service only under the responsibility of a parent or legal guardian.

3. Charges and Payment

3.1 Charges are payable monthly in advance. Medianet may suspend or terminate Service for non-payment.

3.2 Medianet may revise Charges with notice published on Medianet’s website.

3.3 A connection, reconnection or similar fee may apply.

3.4 A reactivation fee may apply following service suspension.

3.5 Promotional subscription fees may be subject to special terms.

3.6 Charges include only the subscribed package; add-ons are charged separately.



3.7 Unpaid charges may be transferred to any Medianet service account held by the Customer.

3.8 Subscription payments are non-refundable once service has been activated.

3.9 Funds added (topped-up) to 'MyMedianet' Wallet are non-refundable. Once a top-up is completed, the balance may only be used for eligible services or purchases offered by Medianet and cannot be withdrawn, transferred, or exchanged for cash.

4. Provision of Information to Medianet

4.1 Customer must provide complete, accurate and up-to-date information.

4.2 Customer must promptly notify changes to personal information.

4.3 Medianet may terminate Service if inaccurate or misleading information is provided.

4.4 Customer authorizes Medianet to collect, use and retain personal data for service provision, record maintenance and legal compliance.

5. Changes to the Service

5.1 Medianet may change service features and functionality at any time.

5.2 Medianet may discontinue all or part of the Service.

5.3 Medianet may discontinue updates to certain features at its discretion.

5.4 Service availability depends on geographic coverage and is not available outside the Maldives.

6. Copyright and Legal Use

6.1 Third Party Content is protected by copyright and related laws.

6.2 Content providers may restrict viewing, recording or transfer of content.

6.3 Medianet is not responsible for Third Party Content or its availability.

6.4 Medianet is not responsible for any content of a political, sexual or offensive nature.

6.5 The Service may only be used for private home viewing. Commercial display is prohibited.

6.6 Illegal copying or unauthorized access may result in service termination and legal action.

6.7 Medianet may disable features to prevent copyright violations.

6.8 Customer indemnifies Medianet for losses arising from misuse or infringement.

7. Advertising and Promotions

Medianet may broadcast advertisements and promotional material through the Service.



8. Termination of Service

- 8.1 Customer may request service termination at any time by official written request.
 - 8.2 Medianet may terminate Service with prior notice.
 - 8.3 Medianet may suspend or terminate Service immediately for breach, illegal use, misuse or unauthorized commercial use.
 - 8.4 Advance subscription payments are non-refundable.
 - 8.5 Service may be suspended due to maintenance, regulatory instruction or other justifiable reasons.
 - 8.6 Rights accrued before termination remain enforceable.
-

9. Liability and Indemnity

- 9.1 Medianet is not liable for service interruptions caused by events beyond its reasonable control.
 - 9.2 Customer misuse of the Service is not covered under liability.
 - 9.3 Medianet is not liable for loss of profits, revenue, data, business opportunities or other indirect or consequential losses.
 - 9.5 Medianet's liability will not exceed one month's subscription fee.
 - 9.6 Customer indemnifies Medianet from third-party claims arising from misuse of the Service.
-

10. Software and Intellectual Property

- 10.1 Equipment contains proprietary software essential for Service usage.
 - 10.2 Medianet maintains full ownership of software and intellectual property rights.
 - 10.3 Third-party licensors retain their respective ownership.
 - 10.4 Decompiling, modifying, reverse-engineering or tampering is prohibited.
-

11. Warranty Disclaimer

- 11.1 Medianet cannot guarantee uninterrupted or fault-free Service.
 - 11.2 Service availability depends on network conditions and external factors.
 - 11.3 Medianet is not liable for hardware or software damage to Customer devices.
-

12. Protection of Personal Information

- 12.1 Customer consents to data collection and processing for legitimate business purposes.
- 12.2 Data may be used for billing, credit checks, debt collection, fraud prevention, service improvement and marketing.
- 12.3 Calls to the Contact Centre may be recorded for quality control.



- 12.4 Data may be disclosed to authorities or third parties when required by law.
 - 12.5 Customer may request access to their data, subject to verification.
 - 12.6 Customer agrees to receive SMS/email notifications regarding promotions.
-

13. Dispute Resolution

Customers may submit complaints through the Call Centre at 332 0800 or email info@medianet.com.mv.

14. General Terms

- 14.1 These Terms may be amended by Medianet with notice.
 - 14.2 This Agreement supersedes any prior agreement regarding the Service.
 - 14.3 This Agreement is governed by the laws of the Republic of Maldives.
 - 14.4 Medianet is not responsible for non-performance caused by force majeure events.
 - 14.5 If any clause is held invalid, the remaining clauses will continue to apply.
 - 14.6 Customer may not assign rights or obligations without written consent from Medianet.
-

15. Digital Set-Top Box Warranty

- 15.1 A limited warranty applies to digital set-top boxes purchased through Medianet or authorized partners.
 - 15.2 Warranty period is six (6) months from purchase.
 - 15.3 Physical or accidental damage is not covered under warranty.
 - 15.4 Non-warranty repairs will incur service charges.
 - 15.5 Liability under warranty is limited to repair or replacement.
-

16. Technical Requirements

Customer must ensure power availability for necessary equipment such as amplifiers.

17. Optical Network Terminal (ONT)

- 17.1 ONT remains the property of Medianet.
 - 17.2 A replacement fee applies for damage caused to ONT.
 - 17.3 Medianet may retrieve the ONT if Service remains inactive for more than 90 days.
 - 17.4 Where free Wi-Fi for Multi-Screen Service is provided, removal requires full ONT ownership payment.
-



18. Medianet Wallet

18.1 These Terms and Conditions (“Terms”) govern the use of the Medianet Wallet (“Wallet”), a digital prepaid balance service provided by Medianet. By using or topping up the Wallet, the customer (“You” or “Customer”) agrees to these Terms.

18.2 The Wallet allows you to store prepaid funds for the purpose of purchasing eligible products and services offered by Medianet.

18.3 Funds stored in the Wallet can only be used within the Medianet platform and cannot be transferred to other users or platforms.

18.4 Customer may top up their Wallet with any amount allowed by Medianet’s policies and payment methods.

18.5 All successfully processed top-ups will be added to customer’s Wallet balance.

18.6 Wallet balances are non-interest-bearing and do not function as a bank account.

18.7 Wallet top-ups are **non-refundable**, except where required by applicable laws.

18.9 Funds in the Wallet **cannot be withdrawn** as cash or transferred to a bank account.

18.10 Refunds for purchases made using Wallet funds, if applicable, will be credited back to the Wallet.

18.11 Customer may use Wallet funds to purchase any Medianet service eligible for Wallet payment.

18.12 If the Wallet balance is insufficient, customer may be required to pay the remaining amount through other accepted payment methods.

18.13 Customers are responsible for maintaining the security of their account login credentials.

18.14 Medianet is not liable for unauthorized access or transactions resulting from customer’s failure to secure your account.

End of Terms & Conditions