

Terms and Conditions for Hello Føroyar

FØROYA 7ELE

1. The Agreement

1.1. These terms and conditions apply to the purchase and use of Hello Føroyar provided by Føroya Tele (hereinafter referred to as “FT”).

1.2. By purchasing Hello Føroyar, the customer accepts these terms in full.

1.3. Hello Føroyar is a prepaid service solution with no subscription fee and no binding period.

2. Product Description

2.1. Hello Føroyar includes a prepaid mobile service with:

- a Faroese telephone number
- call time
- SMS
- data
- a physical SIM card or an eSIM

2.2. Hello Føroyar is sold as a one-time prepaid package and is not linked to a fixed subscription agreement or recurring charges.

2.3. The included services (call time, SMS and data) are valid for a limited period as stated in section 4.

3. Purchase and Geographical Limitation

3.1. Hello Føroyar can be purchased in FT retail stores, on FT’s website, and through selected partners.

3.2. Hello Føroyar can only be used in the Faroe Islands and does not provide access to roaming or use outside the Faroese network area.

3.3. Additional call time and/or data may be purchased, subject to FT’s current prices and terms.

4. Activation and Validity Period

4.1. The package is considered active once the SIM card or eSIM is inserted into a device and connected to FT's network.

4.2. From activation, Hello Føroyar is valid for the specified period, either 10 (ten) days or 20 (twenty) days, depending on the package purchased.

4.3. Once the validity period has expired, any unused minutes, SMS and data will expire without the right to transfer, extend or receive a refund.

5. Right of Withdrawal

5.1. The customer has a 14-day right of withdrawal from the date of purchase, in accordance with applicable consumer legislation, provided that Hello Føroyar has not been used.

5.2. Hello Føroyar is considered used once the SIM/eSIM has been activated or connected to FT's network.

5.3. If the service has been used, the right of withdrawal expires.

6. Limitations of Use

6.1. Hello Føroyar is intended for tourists and short-term stays in the Faroe Islands.

6.2. It is not permitted to use Hello Føroyar as a permanent mobile subscription or long-term telecom solution.

6.3. FT reserves the right to suspend or restrict the service if it is used in violation of these terms, applicable legislation, or good network practice.

7. Liability and Operation

7.1. FT provides the service in accordance with applicable legislation and the technical capabilities available in the network.

7.2. FT is not liable for disturbances, interruptions or reduced coverage due to maintenance, technical issues, external circumstances or force majeure.

7.3. Under no circumstances is FT liable for indirect losses, including loss of income, data loss or other consequential damages.

8. Customer Service

8.1. Customers may contact FT via:

Phone: +298 80 80 80

Website: www.ft.fo

FT retail stores throughout the country

9. Amendments

9.1. FT reserves the right to amend these terms and conditions with reasonable notice.

9.2. The terms applicable at the time of purchase shall apply to the relevant Hello Føroyar.

10. Entry into Force and Governing Law

10.1. These terms and conditions enter into force on 20 May 2026.

10.2. Any disputes arising from these terms shall be governed by Faroese law and settled by Faroese courts as the legal venue.