

1. Interpretation and Additional Definitions

- 1.1 Unless the context otherwise requires, terms and phrases defined in the General Terms & Conditions, the Services Order Form and the Services Descriptions attached thereto will have the same meaning when used in this Services Description.
- 1.2 In addition to Paragraph 1.1, the terms and phrases provided below will have the same meanings when used in each of the General Terms & Conditions and the Services Order Form:

“Administrator”:	means those Customer employees nominated by the Customer who will act as administrators for the Customer and its Users of the MT ebill Analysis solution
“ebill Analysis”	means the MT online billing solution and related functionality provided, via the Internet, for the Customer to access and manage their billing information.
“Nominated Accounts”	A Customer account selected by the Customer to be combined onto a “One Account” and billed electronically as part of the ebill Analysis solution.
“One Account”	The convergence of multiple Customer accounts into a single account with MT which may (amongst others) involve the convergence of one or more of the traditional fixed, mobile and/or private wire accounts.
“SplitBill”	means the functionality within the ebill Analysis solution that enables the Customer to allow a User to categorise calls as “personal” or “business” to cater for internal recharging.
“Users”	means those employees of the Customer who will utilise the ebill Analysis solution and associated functionality.

2. Priority

The priority of this Services Description in relation to all other agreements or forms relevant to the Services is provided in the General Terms & Conditions.

3. Duration

MT shall make the Services as detailed in the Services Order Form available to the Customer from the Service Commencement Date (as defined in MT’s General Terms and Conditions), subject to termination and suspension rights as set forth in MT’s General Terms & Conditions.

4. Services

- 4.1. Throughout the duration of the Agreements, MT shall make the Services available to the Customer with the reasonable skill and care of a competent telecommunications service provider.



Services Description for ebill Analysis

- 4.2. Following the valid execution of a signed Services Order Form between the Customer and MT, MT will provide the Services to the Customer for the Nominated Accounts as detailed in Attachment One to the Services Order Form.
- 4.3. Elements of the ebill Analysis solution include:
 - (a) an e-mail prompt to the Customer, advising that bill information for Nominated Accounts has been presented to the Customer's ebill Analysis solution
 - (b) the ability for the Customer to view ebill Analysis and bill information for the One Account via the Customer's dedicated secure access
 - (c) online bill management functionality;
 - (d) functionality for the Customer via its Administrators to create a Customer bespoke hierarchy and reports;
 - (e) functionality for the Customer via its Administrators to manage and create Users to access ebill Analysis and utilise the functionality provided.
- 4.4 ebill Analysis will provide an electronic bill or electronic bills to the Customer on a monthly basis.
- 4.5 ebill Analysis will provide full bill detail history for up to the last (3) three months and up to (12) twelve months of historic summary data excluding call records.
- 4.6 For the avoidance of doubt MT will not provide the Services retrospectively.
- 4.7 MT will provide the customer one service Administrator account to which the customer must provide a designated contact name and email address.
- 4.8 MT will provide (1) one e-copy of the ebill Analysis user guide for use by the Customer for User training.
- 4.9 The software for the Service will be hosted by MT's third party provider on its systems and as such no licence for use in respect of the software is granted by the third party provider to MT or the Customer.
- 4.10 MT may, as part of providing the Service, consolidate all customer bills onto One Account.

5. Customer Obligations

- 5.1. It is the Customer's responsibility to inform MT of the Nominated Accounts it requires to receive the ebill Analysis Service and these Nominated Accounts will be detailed in Attachment One to the initial Services Order Form for this Service. Any subsequent changes to this list must be notified to MT in writing/via e-mail to the address sales@manx-telecom.com.
- 5.2. The Customer must ensure they have connectivity to the Internet to access the Service.
- 5.3. It is the Customer's responsibility to access and utilise the ebill Analysis solution, view the online bill information and make payment of the bill in accordance with the terms and conditions relevant to the service taken.
- 5.4. The Customer undertakes to use the documents provided to train its Users for the Customer's use of the ebill Analysis solution and use the ebill Analysis functionality provided as part of the system.



Services Description for ebill Analysis

- 5.5. The Customer undertakes to use the ebill Analysis solution functionality for the retrieval, viewing and analysis of MT ebills.
- 5.6. The Customer is responsible for the administration of any login details (user names and passwords) and for the Customer's security access over the Internet.
- 5.7. In addition to the Customer's obligations under Clause 18 of MT's General Terms and Conditions, the Customer warrants to MT that it has complied with the Isle of Man Data Protection Act 2002 and will provide MT with the necessary consent from the Customers Users (data subjects) in connection with provision of personal data to MT.
- 5.8. The Customer further warrants to MT that it has not received any notice or allegation from either the Data Protection Supervisor or the data subject alleging non-compliance with the Isle of Man Data Protection Act 2002 relating to personal data originating from Users.

6. Charges, Billing and Payment for the Services

- 6.1. The Services for the ebill Analysis solution as detailed on the Services Order Form and within this Services Description are provided to the Customer free of charge.
- 6.2. It is the Customer's responsibility to administer and pay the bill in accordance with Paragraph 5.3 of this Services Description.
- 6.3. In accordance with tax regulations, MT will not send a paper invoice for any bill that has been presented via the ebill Analysis solution. In the event that a fault with the ebill Analysis solution prevents a bill being presented to the Customer within a billing period, then MT will prepare and send a paper invoice to the Customer, marked 'Original Invoice'.
- 6.4. The Customer should raise billing queries to MT's bill enquiry line: 01624624624

7. Maintenance

- 7.1. In the event of a fault developing with the ebill Analysis solution functionality, then the Customer's User should raise a call with the designated Customer Administrator who if necessary will e-mail the details of the problem to MT's ebill Analysis support e-mail address. MT will manage the incident within the terms of its arrangements with its third party provider of the ebill Analysis solution.
- 7.2. In accordance with Clause 29.5 of MT's General Terms and Conditions, MT will notify the Customer of either planned or emergency maintenance that will impact upon the Services and will send an email to the email address that the Customer Administrator provided on the Services Order Form, and will provide a description of the work taking place and its potential impact on the Services.

