

Why choose Broadband 12GB, 25GB or Unlimited?

Usage-based costs – Users incur no call charges for Internet use when online. You choose the service you want based on how much and how you will use the Internet during a calendar month (data throughput).

High Bandwidth – you will be able to receive data through Broadband at speeds of up to 16Mb/s (Megabits per second), and send data at up to 832 Kb/s (Kilobits per second). The actual Internet speeds achieved over a line are dependent on many local factors and cannot be guaranteed.

Keep the telephone line open – Broadband does not affect the normal telephone service – so you can make and receive calls while online.

There are three levels of service available:

Broadband 12GB provides 12GB of data throughput each month. Ideal for beginners to the Internet or occasional users.

Broadband 25GB provides 25GB of data throughput each month. A generous amount perfect for family use of the Internet on one or two computers.

Broadband Unlimited places no restrictions on the amount of data sent and received each month. Ideal for more heavy use or when 2 or more computers are connected.

How do the 12GB and 25GB options work?

At the start of each month a new monthly allocation is enabled. When you have used 50% of your allocation that month your Internet Browser is redirected to an advisory notice page. When you reach 80% of your allocation your Internet Browser is redirected again for a further advisory notice.

Should you use all of your data allocation in a month then when you attempt to browse the Internet you will be redirected to a notice page advising that you have reached your cap. You can then:

1. Wait for your new allocation to become available at 00:00hrs on the 1st of the next month; or
2. Pay an Additional Data Usage charge which then gives you unlimited data usage for the remainder of the current calendar month; or
3. If relevant, upgrade to the 25GB or Unlimited service.

All Broadband 12GB, 25GB and Unlimited services are provided wires-only. We set your service up remotely and provide you with your login details. You are then responsible for sourcing and maintaining your own router (ensure ADSL2+ compatible) as required.

There is an optional 'Broadband Made Easy' consultancy service to aid set-up and configuration of your service.

How much does Broadband 12GB, 25GB and Unlimited cost?

	Connection	Monthly rental	Optional - Additional data usage charge
Broadband 12GB	Free of charge	£16.12	£12.77
Broadband 25GB	Free of charge	£19.53	£12.21
Broadband Unlimited	Free of charge	£22.94	N/A

All prices are subject to VAT at the prevailing rate.

Frequently asked questions

Target Market? Consumer and businesses.

What is Broadband? Broadband utilises Manx Telecom ADSL for high speed Internet access. ADSL stands for Asymmetrical Digital Subscriber Line. This means that the flow of information is faster in one direction than the flow in the other direction, i.e. you can receive, or download data, faster than you can send, or upload data.

What's in a Gigabyte? The different terms used can be confusing. Some relevant examples include:

Browsing – An average webpage is 30 Kilobytes so you could do 34,952 average webpage visits for 1GB.

Email – An average text email is 7 Kilobytes so you could send/receive 262,144 average emails for 1GB.

Music files – An average music mp3 is 4,096 Kilobytes so you could download 256 average mp3 for 1GB.

What is a non-interleaving profile? Non-interleaving profiles are available for ADSL2+ enabled Broadband 12GB, 25GB and Unlimited. Designed for customers who primarily play online games a non-Interleaving profile can enhance the gaming experience by reducing the ping. Customers who do not play online games should use the standard Interleaved profile. Please contact Sales for further information.

Are there any other costs? All prices given are subject to VAT at the prevailing rate. There is a minimum contract term of 12 months. Check our website for special offers. For Broadband 12GB and Broadband 25GB, payment of the optional release fee is applicable if you use your allocated data and wish to continue using Broadband that month. Once paid your Broadband has unlimited data throughput for the rest of the calendar month. There is a charge of £42.55 for the optional 'Broadband Made Easy' consultancy service. Please see our Broadband Made Easy Product Brief for more information.

Are these services scalable? If you are on a capped service and wish to pay the optional release fee in order to have unlimited data throughput for the rest of the calendar month please contact us. If you require a Fixed IP service then please contact us to discuss your requirements. Other Manx Telecom products which may be of interest include Broadband Business Lite, Broadband Business or Broadband SDSL. Please see their individual Product Briefs for more information.

What is the service's life expectancy? We have recently upgraded our service to ADSL2+ which is the new International standard for delivering ADSL services. Broadband 12GB, 25GB and Unlimited are very popular products and there are no foreseeable withdrawal dates.

How do you order? Contact us:

Tel: 624 624

Email: sales@manx-telecom.com

Manx Telecom aims to install Broadband services in 12 days, or less, however if Broadband Made Easy is also being provided this lead time cannot be guaranteed.

What to do if you have a problem with your service. In the first instance, you may find referring to our Broadband Support Guide or the Support section of our website helpful. <http://www.manxtelecom.com/support>

If you need to log a problem for investigation please contact our Service Centre on 624 624 at any time 24x7x365.

Further Info: <http://www.manxtelecom.com/broadband>