

SERVICES DESCRIPTION – FIXED LINE SERVICES

1. INTERPRETATION & ADDITIONAL DEFINITIONS

- 1.1 Unless the context otherwise requires, terms and phrases defined in the General Terms & Conditions and the Services Order Form and the Fees List 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:

"Call" means a signal, message or communication that is silent, spoken or visual on each line that we agree to provide to you under this agreement

2. PROVISION OF FIXED LINE SERVICES

- 2.1 The terms of delivery of the Fixed Line Services to the Customer by MT (or a third party) will be specified on the relevant Services Order Form.
- 2.2 If you request us to provide you with a telephone connection, then we will provide you with the ability to make and receive telephone calls, which will comprise our services.
- 2.4 We will include your surname, initials, address and your telephone number in any directory information that we provide, which currently includes the printed Isle of Man telephone book and our directory enquiries service, unless you tell us otherwise.
- 2.5 If you want your entry excluded from the Isle of Man telephone Book or a special entry in the Isle of Man telephone book you must let us know. Where we agree to such an arrangement you may be required to pay an extra charge and sign a separate agreement for that entry.
- 2.6 The fixed line phone number for the Service and all rights in that number do not belong to you. You cannot sell it or agree to transfer it to anyone else and must not try to do so.

3. Our charges

- 3.1 We will calculate the charges for Calls using the details recorded at our telephone exchange, these include charges for those facilities and calls which attract additional billing.
- 3.2 Please refer to your order form, our price list or our bills for more details on our charges.
- 3.3 If someone makes a Call without your knowledge, from our side of the main telephone socket, you will not have to pay for the Call, unless we prove that you could have taken reasonable steps to prevent the Call being made.



- 3.4 Any chargeable event the details of which are not to hand when the bill is prepared shall be included in a bill no later than the fourth monthly bill after the chargeable events occurred, unless a previous agreement has been reached with the Customer, or with the express consent of the Communications Commission in writing.

