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:

"Account Holder" means the contractual account holder of a Manx Telecom Limited account for service as detailed on any Services Order Form;
"Customer" and "You" means the Customer we make "My Account" available to by completing the online application. It includes any person who we reasonably believe is acting with the customer's authority and knowledge;
"Decoder" means a software application installed on the Customer's computer used to decrypt the EBill
"EBill" means an electronic version of a telephone bill sent by encrypted e-mail
"Form AC1" means MT's application form for an existing Customer tyo nominate and authorise for their own accounts and those of other Account Holders to be converged into one new account;
"Form AC2" means MT's application form for existing Account Holder's to authorise the ceasing of their account or accounts and the transfer of them into a new designated account in someone else's name;
"MT", "We" and "Us" means Manx Telecom Limited;
"My Account" means an online application provided through an MT website that allows Customers to manage their accounts for service with MT
"Password" means a combination of characters provided by the Customer during registration that is subsequently used with a Username to login to My Account
"Username" means the customer's email address provided to Us during the registration process that is subsequently used by the Customer with their Password to login to My Account
"Validation Code" means a combination of characters sent by post to the customer's billing address for any fixed line, pay monthly mobile or converged fixed line and pay monthly mobile account that is added to My Account
"Verification SMS" and **"Validation SMS"** are text messages sent to a Pay As You Go mobile as part of the process to add a Pay As You Go mobile to My Account
"Pay As You Go Reward Points" is MT's loyalty programme for Pay As You Go mobile numbers registered within My Account profiles

2. MY ACCOUNT SERVICE

Registration and Adding Accounts

2.1 To register for My Account you must complete a registration form on MT website.

2.2 To add a Fixed Line, Pay Monthly Mobile or converged Fixed Line and Pay Monthly Mobile account (i.e. accounts where you pay rental in advance and call charges in arrears) you must be the Account Holder or have the authority of the Account Holder to add the account to this service.

2.3 Adding a Fixed Line, Pay Monthly Mobile or converged Fixed Line and Pay Monthly Mobile account requires you to login to My Account. You will need a recent MT bill, as you have to enter your Customer Account Number and the Bill Number. You will not have immediate access to your account details, the account status will be shown as 'Pending.' We will send a Validation Code by post to the billing address. When you receive this code, login to My Account, enter the validation code details for the pending account to activate it in My Account.

2.4 Adding a Pay As You Go mobile requires you to login to My Account. Follow the on-screen instructions; enter the Pay As You Go mobile number, a Verifcation SMS containg a code will be sent to the handset. Entering this code completes the first stage, the Pay As You Go mobile will be shown as 'Pending.' A second Validation SMS will be sent within a predetermined time containing a code. When this SMS is received login to My Account, enter the validation code details for the pending Pay As You Go mobile to activate it in My Account.

Logging In

2.5 Both Username and Passsword are required to login to My Account..

2.6 You agree to keep the login details secure and not pass them to anyone else. We will allow access to My Account to anyone using the correct combination of Username and Password. If you believe the login details have been compromised you must contact us immediately. Alternatively follow the process to change your password. If you have another email address you can change your existing Username to a different email address. Login to My Account, select 'Your Profile' to change and update your email address details.

Availability

2.7 We do not guarantee to make My Account available at all times. There will be occasions when all or part of My Account may not be available because we need to undertake essential maintenance. However, we wll keep any interruptions to a minimum. It is not possible for us to notify you in advance of any periods of unavailability.

3.0 EBILL SERVICE

3.1 You can choose to receive your bill electronically by email rather than as a paper bill. You can only opt to receive an EBill through My Account.

3.2 For security the bill is encrypted and cannot be viewed without a Decoder. By choosing ebilling you agree to install the Decoder.

3.3 If you choose to view your EBill at your workplace, you must contact your network administrator regarding the installation of the Decoder as it may be blocked by internal security measures.

3.4 It is your responsibility to provide us with a valid email address to which you have regular access and that you periodically check the account with the email provider to ensure that it remains operational. If you use webmail and do not have access to a computer on which the Decoder can be installed you cannot choose EBill.

3.5 You must ensure that the email containing your EBill is not blocked by your mail provider. Internet Service Providers (ISP's) and mail providers e.g. Hotmail have antispam filters that may block your EBill before it reaches your Inbox placing it in the Junk Mail folder. Emails can be retrieved by following your providers instructions. If your ISP's antispam filters block your EBill we cannot be held responsbilbe for late payments or your failure to pay your bill.

3.6 If you delete the email containing your ebill in error, we cannot send a duplicate. If you require a copy bill it will be supplied in paper format endorsed 'copy bill' and posted to the billing address for the telephone account. We will charge you for a copy bill.

3.7 Depending on the type of account you may be able to revert to paper billing.You can do this through My Account.

3.8 The pdf version of the bill contained in your email is acceptable as a vat invoice.

4.0 MY ACCOUNT and MT's CONVERGENCE SERVICE

4.1 My Account allows you to request the convergence of separate accounts for services into one combined account. In accordance with Data Protection legislation, further account convergence application form AC1 will be required from you as the existing Account Holder, and Form AC2 from all other Account Holders nominated, requiring their explicit authority, before this can proceed. Once the required authorities have been received and verified, this will result in the ceasing of all existing nominated Account Holder contracts and the provision of one new Account Holder contract in your name. You can combine fixed line to fixed line, mobile to mobile or fixed line to mobile accounts. Converged billing can also be arranged through Our Sales Office

4.2 As the new Account Holder you accept liability for the nominated accounts that have been ceased and transferred into your name from the date of convergence and only you will be able to request/view information relating to the combined accounts.

4.3 As the ceasing party you will no longer be able to request/view information about the new account without the new Account Holder's permission.

4.4 Once combined onto a primary account i.e. the account into which other accounts will be merged, that Account Holder will have access to all call records and payment history.

4.5 Once converged, accounts cannot be re-separated through My Account. You will need to contact MT's sales office. We will cease the converged account and re-provide service as separate accounts as required. Each Account Holder will be subject to the terms and conditions applicable to the service provided.

4.6 Where we have received instructions to separate a combined account, the new Account Holders may be subject to credit check if they have not had telephone service in their own name with MT during the past twelve months.

5.0 Pay As You Go Reward Points

5.1 The terms and conditions of Pay As You Go Rewards Points are in addition to the General Terms and Conditions (Consumer) and General Terms and Conditions (Business) and Service Description of Manx Telecom's Pay As You Go Service. In the event of conflict, these terms and conditions will prevail. This offer is available to all Manx Telecom Pay As You Go customers.

5.2 Pay As You Go mobiles registered with My Account service are eligible to earn reward points when topped up by any top-up method. Registered means a Pay As You Go number has been added to a My Account profile and both steps of the two stage verification and validation process have been completed. Points will not be awarded for top-ups made prior to registration or where only one step of the two stage process has been completed.

5.3 Once a Pay As You Go number has been registered with My Account, the My Account ID holder will be able to view future top-up amounts.

5.4 Reward points are earned on the basis of 1 point per £1.00 value of top-up, e.g. £5.00 top-up will earn 5 reward points, unless stated otherwise by us.

5.5 Reward points become available for redemption 90 days after top-up and then remain valid for 365 days after which they will be lost.

5.6 Reward points can only be used to purchase a mobile handset from the Manx Telecom Shop, Strand Street, Douglas, Isle of Man. They cannot be used to purchase handsets online from Manx Telecom website.

5.7 You cannot use reward points as payment or part payment towards a fixed line telephone bill, pay monthly mobile bill or a converged fixed line and pay monthly mobile bill. Reward points cannot be used as payment or part payment towards Pay As You Go top-up vouchers or used to purchase gift vouchers.

5.8 Reward points cannot be exchanged for cash. No change will be given or reward points reapplied to a My Account if the value of the purchased handset is less than the value of any rewards points shown on the rewards voucher.

5.9 If you port, i.e. transfer to another mobile operator, or transfer to a Manx Telecom contract mobile service, a Pay As You Go mobile registered with My Account that has earned reward points, any reward points that have not been redeemed prior to porting or transfer and any points that have not become eligible for redemption will be lost.

5.10 If you use reward points to pay for a handset, any refund will be in cash unless you have paid for the purchase using reward points and a credit or debit card, then any refund for the purchase will be made to the credit or debit card.

5.11 Manx Telecom will from time to time, make additional Pay As You Go Rewards available to Pay As You Go customers. These additional rewards will be time-based and may also be limited in quantity, as such, additional rewards will only be subject to the conditions above and offered for set periods of time on a first-come, first served basis.

5.12 A Pay As You Go number can be removed from the My Account scheme by contacting Manx Telecom on 624 624.