

SERVICES DESCRIPTION – MY ACCOUNT 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:

“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 to 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 a combination of characters provided by Us posted to the billing address of the registered account that is subsequently used by the Customer with their Password to login to My Account

2. MY ACCOUNT SERVICE

Registration

2.1 To register for My Account you must be the Account Holder or have the authority of the Account Holder to register a telephone account for this service.

2.2 Registration required you to visit the MT website. You will need a recent MT bill, as you have to enter your Customer Account Number and the Bill Number. During the registration process you will be asked to provide a Password of your choice. The Username is automatically generated and posted to the account billing address.

Logging In

2.3 Both Username and Password are required to login to My Account..

- 2.4 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.

Availability

- 2.5 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 will 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 responsible 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 You can revert to paper billing 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.