

SERVICES DESCRIPTION – PRE PURCHASED BUNDLED ENGINEERING HOURS

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:

“MT”, “We” and “Us” means Manx Telecom Limited;

“Normal Business Hours” means 08.00 – 18.00 Monday to Friday excluding public holidays.

“You”, Your, means Customer

2. PRE PURCHASED BUNDLED ENGINEERING HOURS

- 2.1 MT will supply pre purchased bundled engineering hours at a discount for specific Customer Equipment as detailed within Appendix One to this Services Description and as attached to the Services Order Form This Service is independent of MT’s standard Customer Equipment Maintenance Service. These pre purchased bundled engineering hours are available in the following bundled packages:
- 25 hours – 5% discount off MT’s standard rates for Professional Services
- 50 hours - 10% discount off MT’s standard rates for Professional Services
- 2.2 You may purchase bundled hours by placing an order via email to sales@manxtelecom.com providing the Customer Equipment detail, account number to be debited and the bundled package to be purchased.
- 2.3 MT will notify you when the bundled hours have fallen below 5 hours and you may then purchase a new bundle within 10 working days of being notified, to ensure no deficit of hours are accumulated. If we do not receive a request for further bundled hours within the 10 working day period and your hours have been used up, your bundle will cease.
- 2.4 If you exceed the bundled hours purchased and do not renew your bundle you will be charged at MT’s standard rates for Professional Services for the excess of hours used.
- 2.4 No time limit will apply to purchased bundled hours which will not expire.
- 2.5 Bundled hours may only be used to support the specific Customer Equipment as agreed between MT and the Customer and as indicated by the Customer at the time of order and as

detailed within Appendix One to this Services Description and attached to the Services Order Form.

- 2.6 To initiate the use of bundled hours the Customer will place a call to the MT Helpdesk and state that the fault is to be offset against the Customer's pre-purchased bundled engineering hours.

3.0 SERVICE LEVELS AND PROCEDURE

- 3.1 The clock will start as soon as the MT engineer has made contact with the Customer either by telephone or arriving on site and will end once the MT engineer has closed the fault as complete. Where more than one visit is required to fix a fault only the time actually worked on the fault will be allocated against the pre-purchased bundles hours remaining.
- 3.2 MT will respond to fault calls within 4 hours of a fault call being placed with the Helpdesk during Normal Business Hours (business hours being defined as 08.00 – 18.00 Monday to Friday excluding public holidays).
- 3.3 If a fault occurs out of Normal Business Hours and the Customer requires an engineer to attend to a fault out of Normal Business Hours, then the following will be included as part of the purchased bundle:

25 hour bundle – MT will respond to one (1) fault call 24/7/365 on a reasonable endeavours basis

50 hour bundle – MT will respond to two (2) fault calls 24/7/365 on a reasonable endeavours basis

MT's standard rates for Professional Services will apply to any out of hours fault attendance which exceed the above inclusive fault call responses.

4.0 CUSTOMER RESPONSIBILITIES

- 4.1 It is the Customers responsibility to provide full details of the fault to the MT engineer together with any remedial work carried out by any third party to resolve the said fault prior to MT being requested to attend.
- 4.2 Where a fault requires a replacement part this part will be provided by the Customer. If the Customer does not have the required spare part, then MT will use its reasonable endeavours to purchase the required part upon receiving an official order from the Customer and the Customer will be charged at the appropriate supplier rate plus MT standard mark up.
- 4.3 If a Customer fault requires a configuration to be carried out the Customer undertakes to provide the MT engineer with the required configuration. If the supplied configuration

does not fix the fault or the configuration does not work, then the engineer will continue to work on the fault but the hours will continue to accrue and be deducted from the bundled hours until the fault is resolved or the Customer requests that the MT engineer stop working on it. MT will not be liable for any failure to resolve the fault.

- 4.4.1 The Customer undertakes to provide MT with any relevant information such as system diagrams which will assist MT in any fault resolution.

**APPENDIX ONE
TO MT's SERVICE DESCRIPTION FOR
PRE PURCHASED BUNDLED ENGINEERING HOURS**

Customer Equipment to be covered