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:

"AIT" or "Artificial Inflation of Traffic" means any situation where calls or texts are:
(a) made, generated, stimulated, and/or prolonged for the direct or indirect benefit of any entity (including a natural person) operating, hosting or otherwise connected with a telecommunication service as a result of any activity by or on behalf of such entity; and
(b) result in a calling or texting pattern which is disproportionate to the overall amount, duration and/or extent of calls or texts which would be expected from:-

i. a good faith usage; or
ii. an acceptable and reasonable personal/commercial practice relating to the operation of Telecommunications Systems;

"3G" means the third generation of mobile services for the transmission of voice and data service for use with applicable 3G mobile devices;

"BlackBerry Handheld" means a specific device the principle purpose of the design of which is for use with the BlackBerry Service or any other device on which the BlackBerry software is installed for the purpose of using the BlackBerry Service;

"BlackBerry Internet Mail and BlackBerry Internet Solution" mean the use of the BlackBerry Service in conjunction with compatible Internet based e-mail accounts;

"BlackBerry Service" means the wireless service which enables the Customer to send and receive e-mails using a BlackBerry Handheld and in addition to use the BlackBerry Voice Service and/or the BlackBerry Internet Solution;

"BlackBerry Voice Service" means the service which enables voice calls to be made and/or received on a BlackBerry Handheld;

"Cellphone" means a telephone or mobile device and a SIM card where the context so requires;

"Charges" means the charges for each of the Services as set out in MT's Price/Fees List;

"Contract" means MT's General Terms and Conditions, this Services Description, including Attachment One and Two and the Services and or Equipment Order Form signed by the Customer and MT, or where Service is ordered or renewed online through MT website, incorporates these terms and conditions;

"Customer" means a person at whose application MT agrees to provide the Service under this Contract and by whom the charges are accordingly payable;

"Data Services" means the data services tariffs as shown in Attachment One to this Services Description for Pay Monthly Mobile Services;

"**Fees**" shall mean Price List found on the Manx Telecom website at www.manxtelecom.com or in the latest Mobile Brochure and in our store at Strand Street, Douglas

"Flex" and "FlexTra" mean monthly tariffs as defined within Attachment One to this Services Description for Pay Monthly Mobile Service;

"GPRS" means the General Packet Radio Service for the transmission and receipt of data;

"GSM" means the digital cellular system known as Global System for Mobile Communications, sometimes referred to as 2G;

"HSPA" means the enhanced 3G data services using High Speed Packet Access;

"Minimum Period or Minimum Period of Service" is as defined in paragraph 6 below and in detail in Attachment One and Attachment Two to this Services Description for Pay Monthly Mobile Services (or such longer period as may be agreed in writing between us), beginning on the date on which Service is actually provided;

"Mobile Service," "Mobile Network" means mobile service provided through the public switched telephone network and cellular radio system and includes, where the context requires or admits, any service or facility comprised in such service;

"MT" means Manx Telecom Ltd;

"MT's Main Office" means Manx Telecom HQ, Cooil Road, Braddan, Isle of Man, IM99 1HX;

"PIN Code" means personal identification number;

"PUK Code" means personal unblocking key;

"Reconnection Charge" means MT's charge in force from time to time for reconnecting service if service has been disconnected for the non-payment of any charges;

"Roaming Bolt-ons" means the roaming services tariffs as shown in Attachment One and Attachment Two to this Services Description for Pay Monthly Mobile Services;

"Service" means Mobile Service, Data Service, Voice Messaging Service, Roaming Bolt-ons and any other such service or services introduced from time to time by MT as indicated on the Services/Equipment Order Form and "Services" means two or more such services;

"SIM Card" means the Subscriber Identity Module Card containing data (including the Customer's identity) which has been supplied to the Customer by MT;

"Smartphone" and "Essential" mean monthly tariffs as defined within Attachment Two to this Services Description for Pay Monthly Mobile Service;

"Voice Messaging Service" (VMS) means MT's voice message processing service (marketed as "Voicemail") and includes, where the context requires or admits, any service or facility comprised in such service;

1.3 All definitions, notes, terms and conditions which are either set out in our Price/Fees List published in accordance with Attachment One and Attachment Two, this Service Description or referred to in any

part of this Contract shall be incorporated by reference into this Contract. Copies can be inspected at our Main Office.

2. Provision of and Use of the pay monthly mobile service

2.1 Our pay monthly mobile service is radio-based and as a result there are natural limitations to its quality and coverage. Whilst every effort is made to minimize these limitations, and to ensure that our pay monthly mobile service is available to you at all times, we are not liable for any failure, delay, interruption, suspension, or restriction of our pay monthly mobile service or for a call being cut off for any reason, in particular for reasons beyond our control.

2.2 You accept that the coverage provided by the GPRS, 3G and HSPA services may differ from the 2G cellular service.

2.3 You will only be able to make and receive calls when you are in an area covered by:
a) the MT mobile network or;
b) a mobile network of one of MT's pay monthly roaming partners

2.4. Our Price List which is available online at **www.manxtelecom.com** provides further information regarding the current pay monthly mobile service call rates.

3. Provision of Mobile Service

3.1 To use our Pay Monthly Mobile Service we will provide to those Customers contracting for the Service, a SIM Card suitable for the Service, access, where appropriate to the Service provided, to the GSM network including GPRS, 3G and HSPA Services, subject to the suitability of the Customer's equipment to receive such Services. Access to mobile data services is provided by default at commencement of the service. This means that when the relevant settings are placed in your mobile handset, full access to the Internet is possible. If you would like this facility permanently removed please contact MT on 624624. Any maintenance, upgrade, repair or replacement will (subject to Clause 7 of MT's General Terms and Conditions for Business or Clause 28 of MT's General Terms and Conditions for Consumer) be carried out by MT.

3.2 The CLI (Caller Line Identity) of your handset (your mobile number) will always be released when you make an outgoing call unless you withhold it by dialling 141 before the number you are dialling, or request that it be withheld on a permanent basis.

3.3 A SIM Card is provided when you order Pay Monthly Mobile service. It may have been inserted into the handset you are using. You must not interfere with this card for any reason. If the SIM card is damaged (through no fault of MT) you will be required to pay for any replacement, exchange or repair of the SIM card. If you require a replacement SIM card you must write to us, quoting your name, address, contact telephone number, mobile number, PUK code (as printed on your SIM Card Certificate), day of activation of Pay Monthly Mobile service and/or proof of purchase, and any other relevant information that may be required by us. A SIM card replacement is available and will be charged at our prevailing rate as detailed within our Price List, and must be paid to us in advance;

3.4 To prevent unauthorised use of your handset, your SIM card will become blocked if the PIN code is incorrectly entered 3 times. If the SIM card is blocked, you will be unable to use your handset in any way. In order to unblock the SIM card in the handset, you must enter your PUK code. This PUK code is printed on your Services Order Form.

3.5 In the event you have blocked your handset and you have lost your Services Order Form, you should call 624624 to obtain your PUK code. You will be asked for your password. Alternatively, call at our shop in Strand Street, Douglas with photo ID and a recent mobile bill.

Upon verification of these details, we will provide your PUK code.

3.6 If you, or any third party, have incorrectly entered your PIN code more than 13 times in total, the SIM card will be permanently blocked and you will need a new SIM card. You should call 624624 to request a replacement SIM card. You will be asked your password. Alternatively, if you do not know your password call at our shop in Strand Street, Douglas with photo ID and a recent mobile bill.

4. Voice Messaging Services

4.1 If you request, we will provide voice messaging service (voicemail) access to any service or facility comprised in such a service. For reasons of system capacity, the voice messaging service is limited to a maximum amount of call storage time. We reserve the right to make charges should such a maximum be reached or to suspend or terminate Service to you.

5. Your responsibility

5.1 You are responsible for any mobile handset that you have taken on loan or rented and are responsible for any loss or damage to it.

5.2 You are responsible for the use of your SIM card and mobile handset and any codes issued with it and for the costs incurred through its use, whether authorized or not.

5.3 You shall not use, or permit any other person to use, the service, for making persistent calls without a reasonable cause, or create AIT, or for the making of calls for the purpose of causing annoyance, inconvenience or needless anxiety to any person.

5.4 If your mobile handset or your SIM card is lost or stolen, then you should report the theft to the Police and we will be happy to assist them with their enquiries.

5.5 If your mobile handset is important to you, then we strongly advise that you take out insurance to cover any loss or damage that you may suffer as a result of such theft.

6. Duration of Contract and Minimum Period of Service

6.1 After the expiry of the Minimum Period of Service, your Contract will continue until it is terminated in accordance with Clauses 25 to 30 of our General Terms and Conditions for Business or Clauses 32 to 36 of our General Terms and Conditions for Consumer.

6.2 We provide several Pay Monthly Mobile Services. These services and their Minimum Periods of Service are as shown in Attachment One and Attachment Two to this Services Description.

6.3 We provide several BlackBerry Service options. These services and their Minimum Periods of Service are shown in Attachment One to this Services Description.

6.4 If you terminate this Contract or transfer to a lower monthly rental Contract during the Minimum Period of Service, the Charges for the Minimum Period of Service or the period ending on the effective date of termination, whichever is the later, will become payable forthwith.

6.5 After the expiration of the Minimum Period of Service this contract or the provision of any Service, or facility under it may be terminated:

6.5.1 by us by at least 14 days' written notice to you and your liability to pay for the Service shall cease on the expiration of the notice without prejudice to any accrued liability; or

6.5.2 subject to sub-paragraph 6.4 above, by you by at least 14 days' written notice to us and your liability to pay for the Service shall cease on expiration of 14 days from the date on which we receive the notice or on expiration of the notice period, whichever is the later without prejudice to any accrued liability of yours.

7. Charges for the Service and switching between Service

7.1 Charges for Service shall be calculated by reference to our Price List that applies from time to time. Call Charges shall be calculated by reference to the details of the calls recorded by or on behalf of MT. The duration of the call shall commence when the call is answered or when a recorded service is accessed. Data Charges shall be calculated by reference to the details of all data transmitted or received by the Customer and will include any resent data, recorded by, or on behalf of MT. The amount of data will include such data that is added to control the flow of data across the Mobile Service network.

7.2 Where tariffs include inclusive allowances which apply to certain calls, texts, data or messages ("Inclusive Allowances") up to a monthly limit, unused inclusive allowances can be carried forward for one month only unless expressly stated to the contrary by us. In this context "monthly" or "month" means your monthly billing period, which may not equate to a calendar month. Generally, calls, data and messaging will be set against applicable inclusive allowances in the order in which they are recorded by us. Certain types of calls, such as Roaming calls may take longer to be billed.

7.3 MT may from time to time vary the Charges for the Service or include certain allowances. Where variations or allowances occur these are detailed in this **Service Description for Pay Monthly Mobile Service Attachment One** and **Service Description for Pay Monthly Mobile Service Attachment Two** and apply where appropriate to the Service provided.

7.4 Transfers between Services are possible in certain circumstances:

a) From Flex SIM only and FlexTra tariffs to Flex subsidised handset tariffs, Smartphone subsidized handset tariffs or Essential subsidised handset tariffs at any time regardless of current contract term. Standard contract Minimum Periods of 12, 18 or 24 months will apply from the point that the new subsidised handset tariff takes effect.

b) From a currently available Flex, Smartphone or Essential subsidised handset tariff to a higher value Flex, Smartphone or Essential subsidised handset tariff where the Minimum Period of the current contract has not elapsed. Where such a request is received **no** further handset subsidy will be provided during the term of the contract.

7.5 Transfers between Services are not possible from:

a) a Flex, Smartphone or Essential subsidised handset tariff to a lower value Flex, Smartphone or Essential subsidised handset tariff or Flex, Smartphone or Essential SIM only plan where the Minimum Period of the current contract has not elapsed.

7.6 The aggregate amounts of applicable Charges for all calls of any class or combination of classes including transmission and receipt of data may be included as a single item in your bill.

7.7 You shall pay the following Charges where they are applicable to the Service provided by us, provided that such Charges are raised within a period of 4 months of the chargeable event taking place, where you are billed monthly; or, on the next bill where you are billed quarterly or less frequently, and the information is not to hand at the time of the bill being produced, except where a previous agreement has been reached with you, or with the express consent of the Communications Commission in writing:

7.7.1 all connection Charges, rental Charges, initial Charges and single payment Charges;

7.7.2 all Charges for calls and where applicable, attempted calls, including Charges for services and facilities in relation to those calls, made by means of your handset and SIM Card, or obtained by the use of any name, code or number allocated by us to you;

7.7.3 all data sent or received by means of your handset and SIM Card, or obtained by the use of any name, code or number allocated by us to you.

7.7.4 all applicable Charges for Service and facilities rendered at the request of you, or a person using your handset and SIM Card or any name, code or number allocated by us to you or of any other person appearing to us to be acting on your behalf.

7.8 We reserve the right to levy a connection fee for any reconnection to the network where your access to the Mobile services has been interrupted or suspended. In such event, we reserve the right to refuse to reconnect you to the network unless you furnish security or agree to adhere to the terms and conditions of the pay monthly mobile service

7.9 We may require you to pay your Charges by direct debit and/or receive an e-bill (where you are sent a bill electronically and a paper bill is not produced). An additional charge may apply if you pay by another method or receive a paper bill.

7.10 For ‘Roaming Bolt-ons’, you shall be charged in calendar months for the full month in both the month you order and cease the product. The provision and cancelation of the service is dependent on the day the order for the product is completed.

8. Our General Powers

8.1 We reserve the right:

8.1.1 to alter the name or number or your handset and SIM Card, or other name, code or number whatsoever allocated by us from time to time for use in connection with Service;

8.1.2 in an emergency, temporarily to suspend Service to you wholly or in part for the purpose of the provision of temporary emergency telecommunication services; and

8.1.3 to give such instructions concerning the use of Service as we decide from time to time in the interests of safety, quality of service, to Customers of the Service as a whole and you agree to comply with such instructions.

8.2 We shall take such steps, as we consider appropriate to bring the instructions referred to in sub-paragraph 8.1.3 to your notice.

9. General

9.1 Any difficulties you may have in relation to our pay monthly mobile services should be addressed to our pay monthly customer services centre on +44(0)1624 624624.

9.2 If you wish to transfer your number to another Service Provider then this Contract will be terminated. You will be liable to us for any unpaid call charges and the balance of rental remaining on any unexpired Minimum Period. We will provide reasonable assistance to you in respect of the transfer of your service in accordance with the Isle of Man Operators' Mobile Number Portability Code of Practice.

9.3 Emergency Service: The use of a mobile handset to call 999 or 112 service or the emergency text service is **not guaranteed** and must not be relied upon as an alternative to emergency calls via the fixed network or the established marine emergency procedures.

9.4 We reserve the right to refuse any request for information where we are unable to verify that the caller is the account holder of the pay monthly account.

9.5 Use of mobile handsets **is not** permitted on commercial aircraft as they cause interference to other communications and you agree to comply with all national and local laws in using equipment in relation to this Contract. Some types of electronic equipment may also be temporarily affected by digital transmissions.

9.6 Any person to whom your pay monthly mobile number and pay monthly account are transferred will be required to comply with the provisions of this services description and our standard terms and conditions, copies of which are available online at www.manxtelecom.com

Attachment One
to Services Description for
Pay Monthly Mobile Services

The following conditions are in addition to, and should be read in conjunction with, our **General Terms and Conditions and Services Description for Manx Telecom Pay Monthly Mobile Service. These conditions apply to the tariffs listed in this Attachment One**. **Tariffs available from 1st August 2012**.

1. Mobile Services including Minimum Period of Service

MT provides several pay monthly mobile Services. These Services and their Minimum Period of Service are as shown in the tables below.

Voice Services

Monthly Tariffs with Subsidised Phone and Inclusive Flexible Minutes / Messages Allowance	Minimum Period of Service
Flex 300 with subsidised Phone	12, 18 & 24 Months
Flex 450 with subsidised Phone	12, 18 & 24 Months
Flex 600 with subsidised Phone	12, 18 & 24 Months
Flex 1200 with subsidised Phone	12, 18 & 24 Months

Monthly Tariffs without Subsidised Phone and Inclusive Flexible Minutes / Messages Allowance	Minimum Period of Service
FlexTra 350 without subsidised Phone (SIM only)	12 Months
FlexTra 550 without subsidised Phone (SIM only)(	12 Months
FlexTra 750 without subsidised Phone (SIM only)	12 Months
FlexTra 1400 without subsidised Phone (SIM only))	12 Months

Monthly Tariffs without Subsidised Phone and Inclusive Flexible Minutes / Messages Allowance	Minimum Period of Service
Flex 300 without subsidised Phone (SIM only)	1 Month
Flex 450 without subsidised Phone (SIM only)	1 Month
Flex 600 without subsidised Phone (SIM only)	1 Month
Flex 1200 without subsidised Phone (SIM only)	1 Month

Voice Services Bolt-Ons

Services	Minimum Period of Service
Unlimited on-net Minutes Bolt-On	1 Month, 12, 18 & 24 Months
Unlimited on-net Texts Bolt-On	1 Month, 12, 18 & 24 Months

Unlimited Minutes and Unlimited Texts bolt-ons are not available on the following tariff plans: Flex 300 subsidised handset, Flex 300 SIM only or FlexTra 350 SIM only

Data Bolt-Ons

Description	Minimum Period of Service
Mobile Medium Data Bolt-On 500MB	1 Month, 12, 18 & 24 Months
Mobile Large Data Bolt-On 2GB	1 Month, 12, 18 & 24 Months
Mobile X-Large Data Bolt-On 10GB	1 Month, 12, 18 & 24 Months
Mobile XX-Large Data Bolt-On 50GB	1 Month, 12, 18 & 24 Months

Data Only Tariffs

Description	Minimum Period of Service
Mobile Medium Data Only 500MB	12, 18 & 24 Months
Mobile Large Data Only 2GB	12, 18 & 24 Months
Mobile X-Large Data Only 10GB	12, 18 & 24 Months
Mobile XX-Large Data Only 50GB	12, 18 & 24 Months

Roaming Bolt-Ons

Description	Minimum Period of Service
Roaming Talk'n'Text Zone 1	1 Month
Roaming Data Zone 1	1 Month
Roaming Free To Receive Calls Zones 2&3	1 Month
Roaming Talk'n'Text Zones 2&3	1 Month
Roaming Data Zones 2&3	1 Month

2. BlackBerry Services

2.1 MT provides several BlackBerry Service options. These Services and their Minimum Period of Service are shown in the table below. Customers opting for the BlackBerry Service must opt for one of the Flex / FlexTra tariffs shown in the table at 1 or be contracted to a BlackBerry Data Services tariff.

Manx Telecom BlackBerry Service Roaming Option	Data Allowance	Minimum Period of Service
Isle of Man only	2 GibaBytes	12, 18 & 24 Months
Isle of Man, UK, Channel Islands, Ireland	5 MegaBytes	12, 18 & 24 Months
Around the World	5 MegaBytes	12, 18 & 24 Months

3. Inclusive Minutes

Only apply to calls made from the Manx Telecom network to the following call types:

a Isle of Man mobiles 07624
b Manx Telecom fixed lines 01624

c UK & Channel Islands mobiles
d UK geographic numbers 01, 02, 03
e UK non-geographic numbers 0870

3.1 Inclusive minutes will apply to numbers allocated to UK mobile network operators that provide mobile services with substantial national coverage (this currently includes the major operators O2, Everything Everywhere, Vodafone and 3, and providers such as Virgin Mobile, Tesco Mobile and BT Fusion, but may exclude calls made to any 07 number ranges which Manx Telecom reasonably believes are being used for call forwarding services, onward calling services or numbers that pay a revenue share.

3.2 Inclusive minutes will not apply for calls made whilst roaming. Calls eligible for the inclusive call allowance will be decremented as follows: 60 seconds minimum call charge and thereafter in 60 seconds increments for the duration of the call.

3.3 Unused call allowance will be rolled over to the next month for use within that month only.

3.4 Calls made outside of the inclusive call allowance will be charged for as per the Manx Telecom Pay Monthly rates to the destination called.

4. Inclusive Messaging

4.1 Applies to messages sent from the Manx Telecom network.

4.2 A single SMS sent will decrement the messaging allowance by one message if the account still has allowance left on it. A single MMS (picture message) will decrement the messaging allowance by one message if the account still has allowance left on it.

4.3 Inclusive messages will not apply if sent whilst roaming.

4.4 Unused messaging allowance will be rolled over to the next month for use within that month only.

4.5 Messages sent outside of the inclusive call allowance will be charged for as per the Manx Telecom Pay Monthly rates to send an SMS or MMS, whichever is appropriate.

5. Unlimited Minutes

5.1 Apply to calls made on the Manx Telecom network using an Unlimited Minutes bolt-on tariff enhancement to Manx Telecom mobile numbers only.

5.2 Applies for calls made at all times except where stated in 5.3

5.3 Unlimited Minutes will not apply for calls made whilst roaming. Normal roaming charges will apply at all times for all roamed calls.

5.4 Calls made using an Unlimited Minutes bolt-on to other Manx Telecom mobiles will not be decremented from the Inclusive Flexible Minutes / Message allowance available with the monthly tariff to other qualifying call types as stated above in section 2 Inclusive Minutes.

5.5 Unlimited Minutes Bolt-Ons are not available on Flex 300 subsidised handset, Flex 300 SIM Only or FlexTra 350 SIM only tariff plans.

6. Unlimited Messages

6.1 Apply to text or MMS messages sent on the Manx Telecom network using an Unlimited Texts bolt-on tariff enhancement to Manx Telecom mobile numbers only.

6.2 Applies to messages sent at all times except where stated in 6.3

6.3 Unlimited Texts will not apply for messages sent whilst roaming. Normal roaming charges will apply at all times for all roamed messages.

6.4 Texts or MMS messages sent using an Unlimited Texts bolt-on to other Manx Telecom mobiles will not be decremented from the Inclusive Flexible Minutes / Message allowance available with the monthly tariff.

6.5 Unlimited Texts Bolt-Ons are not available on Flex 300 subsidised handset, Flex 300 SIM Only or FlexTra 350 SIM only tariff plans.

7. Inclusive Data

7.1 Applies to data used whilst on the Manx Telecom network. Data transferred will be rounded to the nearest kilobyte and charged pro rata in units of kilobytes.

7.2 Inclusive data will not apply if used whilst roaming.

7.3 Unused data allowance may roll over depending on the tariff chosen:

Tariff	Data Roll-Over
Voice Tariff	1 month
Data Service inc Data Bolt-Ons	No roll over
BlackBerry Service	No roll over

7.4 Data used outside of the inclusive allowance will be charged for as per the Manx Telecom Pay Monthly rates for data usage.

8. Rollover of Unused Allowances

8.1 Where applicable all unused minutes, messages and data within a billing period will be rolled over to the following billing period for one month only. If the rolled over allowance is not used in that month it will be lost.

8.2 Minutes, messages and data rolled over will be decremented before the current month's Pay Monthly inclusive minutes, messages and data allowances.

8.3 Rolled Over allowance will not apply for usage whilst roaming.

9. Groups Call Free

Any voice calls between 2 or more Pay Monthly mobiles or fixed lines on a single Manx Telecom account will not be charged. The calling party is required to be on the Manx Telecom network in order for the call to receive the Groups Call Free discount. If the called party is roaming in zones 2 to 6 inclusive normal incoming roaming charges will apply.

Any call benefiting from the Groups Call Free discount will be capped at one hour duration. After one hour, the call will be charged as per normal and call duration will be decremented from the inclusive minutes, or if the inclusive minutes have been used up, at the standard rate to call a Manx Telecom Mobile and will appear under the Calls to Local Mobile section of the bill.

10. Roaming Bolt-ons

10.1 The offer is available from 21st September, 2012. Manx Telecom retains the right to end this offer at any time.

10.2 Applies to calls, texts and data used whilst on roaming partner networks using a Roaming bolt-on tariff enhancement to Call Home or Local while abroad, send a text anywhere in the World or use roaming data respectively. The discounts will only be available for the duration that a roaming bolt-on is applied to a mobile service. Roaming usage may take longer to be billed than standard on-net usage.

10.3 Calls made using the roaming Talk'n'Text bolt-on will be charged as follows: 60 seconds minimum call charge and thereafter in 60 seconds increments for the duration of the call.

a. Roaming Talk'n'Text Zone 1 Call Examples
    a. A call Home is defined as a call originating on a MNO network in the UK, CI or ROI and terminating on an Isle of Man Fixed Line or Mobile, this is charged at the On Island rate to make a call.
    b. A Local call is defined as a call originating on a MNO network in the UK, CI or ROI that also terminates on a Fixed Line or Mobile in the UK, CI or ROI, this is charged at the On Island rate to make a call.

b. Roaming Talk'n'Text Zones 2 & 3 Call Examples
    a. A call Home is defined as a call originating on a MNO network in Zones 2 or 3 and terminating on a Fixed Line or Mobile in the IOM, UK CI or ROI, this is charged at the On Island rate to make a call.
    b. A Local call is defined as a call originating on a MNO network in a Zone 2 or 3 country (i.e. France) that also terminates in any other Zone 2 or 3 country (i.e. USA), this is charged at the On Island rate to make an international call to countries in International Zone 1.

10.4 A single SMS sent to a mobile anywhere in the World will be charged at the On island rate to text an Isle of Man mobile when a roaming bolt-on is purchased and the customer is roaming within the relevant zones.

10.5 Minimum data session of 10KB, data transferred will be rounded to the nearest kilobyte and charged pro rata in units of kilobytes. Data charges will be discounted and charged at the published amounts when a roaming bolt-on is purchased and the customer is roaming within the relevant zones.

10.6 Roaming bolt-on charges. You will be charged a subscription fee each month dependent on the roaming bolt-on(s) that you order. You will be charged the full subscription charge for each calendar month that you have the service, partial billing will not be applied for orders or ceases mid-month.

10.7 Roaming Calls, SMS and Data used without a roaming bolt-on will be charged for as per the standard Pay Monthly rates for roaming.

10.8 Excludes calls, texts and data used over Satellite and Maritime services.

Attachment Two
to Services Description for
Pay Monthly Mobile Services

The following conditions are in addition to, and should be read in conjunction with, our **General Terms and Conditions and Services Description for Manx Telecom Pay Monthly Mobile Service. These conditions apply to the tariffs listed in this Attachment Two**. **Tariffs available from 1st November 2013**.

1. Mobile Services including Minimum Period of Service

MT provides several pay monthly mobile Services. These Services and their Minimum Period of Service are as shown in the tables below.

Voice Services

Smartphone Monthly Tariffs including Subsidised Phone with Inclusive Minutes and Messages Allowance	Minimum Period of Service
Smartphone 150 with subsidised Phone	12, 18 & 24 Months
Smartphone 175 with subsidised Phone	12, 18 & 24 Months
Smartphone 300 with subsidised Phone	12, 18 & 24 Months
Smartphone 600 with subsidised Phone	12, 18 & 24 Months
Smartphone 1200 with subsidised Phone	12, 18 & 24 Months
Smartphone Unlimited with subsidised Phone	12, 18 & 24 Months

Smartphone Monthly Tariffs without Subsidised Phone with Inclusive Minutes and Messages Allowance	Minimum Period of Service
Smartphone 150 without subsidised Phone (SIM only)	12 Months
Smartphone 175 without subsidised Phone (SIM only)	12 Months
Smartphone 300 without subsidised Phone (SIM only)	12 Months
Smartphone 600 without subsidised Phone (SIM only)	12 Months
Smartphone 1200 without subsidised Phone (SIM only)	12 Months
Smartphone Unlimited without subsidised Phone (SIM only)	12 Months

Smartphone Monthly Tariffs without Subsidised Phone with Inclusive Minutes and Messages Allowance	Minimum Period of Service
Smartphone 150 without subsidised Phone (30 Day SIM only)	1 Month
Smartphone 175 without subsidised Phone (30 Day SIM only)	1 Month
Smartphone 300 without subsidised Phone (30 Day SIM only)	1 Month
Smartphone 600 without subsidised Phone (30 Day SIM only)	1 Month
Smartphone 1200 without subsidised Phone (30 Day SIM only)	1 Month
Smartphone 2000 without subsidised Phone (30 Day SIM only)	1 Month

Essential Monthly Tariffs including Subsidised Phone with Inclusive Minutes and Messages Allowance	Minimum Period of Service
Essential 175 with subsidised Phone	12, 18 & 24 Months
Essential 300 with subsidised Phone	12, 18 & 24 Months
Essential 600 with subsidised Phone	12, 18 & 24 Months
Essential 1200 with subsidised Phone	12, 18 & 24 Months

Essential Monthly Tariffs without Subsidised Phone with Inclusive Minutes and Messages Allowance	Minimum Period of Service
Essential 175 without subsidised Phone (SIM only)	12 Months
Essential 300 without subsidised Phone (SIM only)	12 Months
Essential 600 without subsidised Phone (SIM only)	12 Months
Essential 1200 without subsidised Phone (SIM only)	12 Months

Essential Monthly Tariffs without Subsidised Phone with Inclusive Minutes and Messages Allowance	Minimum Period of Service
Essential 175 without subsidised Phone (30 Day SIM only)	1 Month
Essential 300 without subsidised Phone (30 Day SIM only)	1 Month
Essential 600 without subsidised Phone (30 Day SIM only)	1 Month
Essential 1200 without subsidised Phone (30 Day SIM only)	1 Month

Roaming Bolt-Ons

Description	Minimum Period of Service
Roaming Talk'n'Text Zone 1	1 Month
Roaming Data Zone 1	1 Month
Roaming Free To Receive Calls Zones 2&3	1 Month
Roaming Talk'n'Text Zones 2&3	1 Month
Roaming Data Zones 2&3	1 Month

2. Inclusive Minutes

Only apply to calls made from the Manx Telecom network to the following call types:

a Isle of Man mobiles 07624
b Manx Telecom fixed lines 01624
c UK & Channel Islands mobiles
d UK geographic numbers 01, 02, 03
e UK non-geographic numbers 0870

2.1 Inclusive minutes will apply to numbers allocated to UK mobile network operators that provide mobile services with substantial national coverage (this currently includes the major operators O2, Everything Everywhere, Vodafone and 3, and providers such as Virgin Mobile, Tesco Mobile and BT Fusion, but may exclude calls made to any 07 number ranges which Manx Telecom reasonably believes are being used for call forwarding services, onward calling services or numbers that pay a revenue share.

2.2 Inclusive minutes will not apply for calls made whilst roaming. Calls eligible for the inclusive call allowance will be decremented as follows: 60 seconds minimum call charge and thereafter in 60 seconds increments for the duration of the call.

2.3 Unused inclusive minutes will be rolled over to the next month for use within that month only.

2.4 Calls made outside of the inclusive minutes allowance will be charged for as per the Manx Telecom Pay Monthly rates to the destination called.

2.5 Where the term 'Unlimited' is used in reference to an inclusive minutes allowance a fair usage policy applies of up to 5000 minutes in each monthly billing period and are available on contracts of 12+ months. Excludes Smartphone Unlimited SIM Only 30 day tariff plan which includes 2000 minutes per month.

3. Inclusive Messaging

3.1 Applies to messages sent from the Manx Telecom network.

3.2 A single SMS sent will decrement the messaging allowance by one message if the account still has allowance left on it. A single MMS (picture message) will decrement the messaging allowance by one message if the account still has allowance left on it.

3.3 Inclusive messages will not apply if sent whilst roaming.

3.4 Unused inclusive messages will not be rolled over to the next month.

3.5 Messages sent outside of the inclusive allowance will be charged for as per the Manx Telecom Pay Monthly rates to send an SMS or MMS, whichever is appropriate.

3.6 Where the term 'Unlimited' is used in reference to an inclusive messages allowance a fair usage policy applies of up to 5000 messages in each monthly billing period and are available on contracts of 12+ months. Excludes Smartphone Unlimited SIM Only 30 day tariff plan which includes 2000 texts per month.

4. Inclusive Data

4.1 Inclusive Data is provided only with Smartphone Tariffs and applies whilst on the Manx Telecom network. Data transferred will be rounded to the nearest kilobyte and charged pro rata in units of kilobytes.

4.2 Inclusive data will not apply if used whilst roaming.

4.3 Unused data allowance does not roll over to the next month

4.4 Data used outside of the inclusive allowance will be charged for as per the Manx Telecom Pay Monthly Smartphone rates for data usage up to the daily cap charge.

5. Rollover of Unused Allowances

5.1 Where applicable all unused minutes within a billing period will be rolled over to the following billing period for one month only. If the rolled over allowance is not used in that month it will be lost.

5.2 Rolled over minutes will be decremented before the current month's Pay Monthly inclusive minutes allowance.

5.3 Rolled over allowance will not apply for usage whilst roaming.

6. Groups Call Free

Any voice calls between 2 or more Pay Monthly mobiles or fixed lines on a single Manx Telecom account will not be charged. The calling party is required to be on the Manx Telecom network in order for the call to receive the Groups Call Free discount. If the called party is roaming in zones 2 to 6 inclusive normal incoming roaming charges will apply.

Any call benefiting from the Groups Call Free discount will be capped at one hour duration. After one hour, the call will be charged as per normal and call duration will be decremented from the inclusive minutes, or if the inclusive minutes have been used up, at the standard rate to call a Manx Telecom Mobile and will appear under the Calls to Local Mobile section of the bill.

7. Roaming Bolt-ons

7.1 The offer is available from 21st September, 2012. Manx Telecom retains the right to end this offer at any time.

7.2 Applies to calls, texts and data used whilst on roaming partner networks using a Roaming bolt-on tariff enhancement to Call Home or Local while abroad, send a text anywhere in the World or use roaming data respectively. The discounts will only be available for the duration that a roaming bolt-on is applied to a mobile service. Roaming usage may take longer to be billed than standard on-net usage.

7.3 Calls made using the roaming Talk'n'Text bolt-on will be charged as follows: 60 seconds minimum call charge and thereafter in 60 seconds increments for the duration of the call.

a. Roaming Talk'n'Text Zone 1 Call Examples
    a. A call Home is defined as a call originating on a MNO network in the UK, CI or ROI and terminating on an Isle of Man Fixed Line or Mobile, this is charged at the On Island rate to make a call.
    b. A Local call is defined as a call originating on a MNO network in the UK, CI or ROI that also terminates on a Fixed Line or Mobile in the UK, CI or ROI, this is charged at the On Island rate to make a call.

b. Roaming Talk'n'Text Zones 2 & 3 Call Examples
    a. A call Home is defined as a call originating on a MNO network in Zones 2 or 3 and terminating on a Fixed Line or Mobile in the IOM, UK CI or ROI, this is charged at the On Island rate to make a call.
    b. A Local call is defined as a call originating on a MNO network in a Zone 2 or 3 country (i.e. France) that also terminates in any other Zone 2 or 3 country (i.e. USA) , this is charged at the On Island rate to make an international call to countries in International Zone 1.

7.4 A single SMS sent to a mobile anywhere in the World will be charged at the On island rate to text an Isle of Man mobile when a roaming bolt-on is purchased and the customer is roaming within the relevant zones.

7.5 Minimum data session of 10KB, data transferred will be rounded to the nearest kilobyte and charged pro rata in units of kilobytes. Data charges will be discounted and charged at the published amounts when a roaming bolt-on is purchased and the customer is roaming within the relevant zones.

7.6 Roaming bolt-on charges. You will be charged a subscription fee each month dependent on the roaming bolt-on(s) that you order. You will be charged the full subscription charge for each calendar month that you have the service, partial billing will not be applied for orders or ceases mid-month.

7.7 Roaming Calls, SMS and Data used without a roaming bolt-on will be charged for as per the standard Pay Monthly rates for roaming.

7.8 Excludes calls, texts and data used over Satellite and Maritime services.

8. Exclusions

8.1 On-net bolt-ons. The following on-net tariff enhancement bolt-ons are not available on any Smartphone and Essential Mobile Tariff Plan:

Unlimited Minutes Bolt-on
Unlimited Texts Bolt-on
Mobile Data Medium Bolt-on
Mobile Data Large Bolt-on
Mobile Data X-Large Bolt-on
Mobile Data XX-Large Bolt-on

8.2 BlackBerry. BlackBerry service options are not available on any Smartphone or Essential Mobile Tariff Plan. This includes any BlackBerry device or any other mobile device with BlackBerry software installed that allows access to BlackBerry internet browsing and BlackBerry email, BlackBerry Enterprise Service, BlackBerry Internet Service are also excluded. The following BlackBerry tariff enhancements are not available on Smartphone or Essential Mobile Tariff Plans:

Isle of Man data bolt-on
Isle of Man, UK, Channel Islands and Ireland data bolt-on
Worldwide data bolt-on

8.3 Any BlackBerry device that by default is automatically enabled allowing access to BlackBerry services such as email, internet browsing or BlackBerry applications cannot be provided on Smartphone or Essential Mobile Tariff Plans.