



Dear Sir/Madam,

Thank you for choosing Manx Telecom Freedom as your Internet Service Provider to run in conjunction with Manx Telecom's Unmetered Internet Access (UIA) rental. This is to confirm that your subscription has been received and to give you instructions on how to change your computer to use the new Manx Telecom Freedom dial up number. Please allow 5 working days to process your order. You will not be able to access Freedom until this has been completed.

To be able to use Manx Telecom Freedom and incur no call charges you must complete the steps below to set up your computer correctly.

It is possible to incur call charges on the Internet by using an incorrect dial up number. There are also certain web sites outside of Manx Telecom's control that can drop your connection and re-connect using a premium rate number, a non-geographic or an international dial up number. You may or may not be warned before this happens. Manx Telecom strongly recommends you install an Internet Security Application that can detect dial up hijack. We would also recommend using programs that prevent the installation of spyware and adware software on your computer. In addition Premium Rate Call Barring and International Call Barring options are available, contact Manx Telecom on 624 624 for more details.

Further information is available at <http://www.manxtelecom.com/support>

If you have any problems following these instructions, please call our Helpline on 624 624.

To set up your PC to use the new number so that you won't be charged call charges, please follow the steps below - this should only take a few moments and only needs to be done once (you may find it easier to print out the instructions for reference):-

(These instructions apply to **Windows XP** - the steps may be slightly different if you use a different Operating System - please contact us if you have any problems)

- Click on the Start menu button, and click on the '**Control Panel**' icon on the left hand side. If Windows XP has the menus set to Category View click on '**Network and Internet Connections**', If Windows XP has the menus set up to use Classic View the option that you want to select would be called '**Network Connections**'.
- Once at the Network Connections screen select '**Create a new connection**' text link from the Network Tasks box.
- When the '**New Connection Wizard**' opens, click '**Next**'
- Select '**Connect To The Internet**' from the options and click '**Next**'
- And then choose the middle option '**Set up my connection manually**' and click '**Next**'
- Select '**Connect using a dial-up modem**' then click '**Next**'
- In the ISP name field type in '**Manx Telecom Freedom**' and then click '**Next**'
- Then next in the phone number field type in **1470 0844 040 6246**
- Click '**Next**', in the username field type in a username of your choice and in the password field type in one of your choice, you will have to do this twice to verify.
- You also want to make the connection your default one, also check the box to create a shortcut on the desktop if you want to do this.
- Click '**Finish**'.

If you have any problems connecting to Manx Telecom Freedom or following these instructions then please phone our Service Centre on 624624 – our operators will be able to help with common queries there and then - but otherwise your fault will be logged to our Internet Engineers who will call you back to help.

Manxnet Mail Plus is a service which provides increased mailbox storage for @manx.net e-mail customers regardless of which Manx Telecom Internet access service you happen to use e.g. Click, Freedom, Broadband, etc. Customers that sign up to the service also have the ability to download their mails, using a mail client like Outlook Express, from anywhere in the world

To find out more about this service and sign up please visit – <http://www.manx-telecom.com/mailplus>

Manx Telecom E-Biz is an Email and Web Hosting service designed for home users and small businesses who want to have a presence on the Internet. Whether you have a website you want to get on the Internet or you just want to have email addresses for your family or small business E-Biz will have the package for you. For more information call us or visit - <http://www.manx-e.biz>

Products & Tariffs Team - Manx Telecom

E-mail - products@manx-telecom.com

WWW - www.manxtelecom.com

Service Centre – 624 624

Manxnet Mail & Connection queries problems@manx.net

Manx Telecom Freedom Terms and Conditions of Service

1. Provision of & Minimum Period of the Service

1.1 We agree to provide you with the Service on the terms and conditions of this Contract. You agree to keep the service for at least 3 (three) months; the Minimum Period of Service.

1.2 We cannot guarantee that the Service will never be faulty but we will correct reported faults as soon as we reasonably can. If a fault occurs you should report the fault by telephone, electronic mail or in writing to the appropriate customer service helpdesk, details of which will be provided.

1.3 The Service is accessed via a telecommunications dial-up connection. This Contract does not include the provision of telecommunication services necessary for connection to the Service. You are responsible for making a separate application for the appropriate service and for complying with the conditions applicable to it.

1.4 You are responsible for providing a suitable PC, modem and any other items of hardware or communications equipment necessary to enable you to access the Service.

1.5 We may temporarily suspend the Service for operational reasons, but before doing so will give you as much notice as is reasonably practicable. We will restore the Service as soon as reasonably practicable after temporary suspension.

1.6 We may vary the technical specification of the Service from time to time.

2. Charges

2.1 You agree to pay all charges for the Service as specified in the Price List.

2.2 Unless otherwise specified in the Price List, all charges are payable in advance. Unless we notify you to the contrary, liability for charges will start from the day on which you register on-line and the Service is made available.

2.3 Unless the Price List provides otherwise, all charges for the Service are exclusive of Value Added Tax which you must also pay to us.

2.4 You agree to pay for the Service by way of your Manx Telecom monthly or quarterly bill.

2.5 We reserve the right to vary any of the charges for the Service at any time but we will give you 14 days notice before the new charges become effective.

2.6 Manx Telecom UIA with Manx Telecom Freedom is billed on a per line basis.

2.7 If as a result of your Internet use a premium rate dialler is installed on your computer, or your computer is infected by a virus that causes it to connect to the Internet via a premium rate dialler, with or without your knowledge, you will be responsible for any charges incurred. It is the responsibility of the user to ensure that adequate steps are taken to prevent this occurring by the installation of appropriate software and, where necessary ensuring this software is kept up to date.

3. Use of the service

3.1 You are responsible for the creation, maintenance and design of all Information on any web site you establish.

3.2 You warrant that the Information will not include any material which is (or the accessing of which) would be a criminal offence or otherwise unlawful. In particular, you warrant that all necessary licences and consents (including those from owners of copyrights or performing rights) have been obtained.

3.3 You warrant that you will comply with all consumer and other legislation, instructions or guidelines issued by regulatory authorities, relevant licences and any other codes of practice which relate to the provision of Information and which apply to you or which we inform you of.

3.4 The Service must not be used:

(a) fraudulently or in connection with a criminal offence;

(b) to send, receive, upload, download, use or re-use any material which is offensive, abusive, indecent, defamatory, obscene or menacing, or in breach of copyright, confidence, privacy or any other rights;

(c) to cause annoyance, inconvenience or needless anxiety;

(d) to send unsolicited advertising or promotional material; or

(e) other than in accordance with the acceptable use policies of any connected networks and the Internet Standards.

3.5 You must not use a Name so as to infringe the rights of any person, (whether in statute or common law), in a corresponding trade mark or name.

3.6 You must tell us immediately if any third party makes or threatens to make any claim or issue legal proceedings against you relating to your use of the Service and you will, at our request, immediately stop the act or acts complained of. If we ask you to, you must confirm the details of the claim(s) in writing.

3.7 If we suspend the Service for contravention of any of paragraphs 3.1 - 3.5 inclusive, we will not restore it until we receive an acceptable assurance from you that there will be no further contravention.

3.8 You must ensure that your contact details e.g. email address are included in a clear and legible form on any web site you establish, for receipt of any enquiries or complaints regarding the Information or any other material which appears on it. MT reserves the right to disclose to any person with an enquiry or complaint your contact details if such person cannot locate these details on your web site.

3.9 The use of pinging applications to keep the connection "open" is not accepted and will be deemed unsuitable for the service.

3.91 Manx Telecom Freedom is not an always on service, you may dial up to the service at any time without incurring a call cost, but being continually connected will result in correspondence being sent to the user requesting that they disconnect whilst not using the service. Continuing violation of this term will result in the contract being cancelled.

4. Ending the contract after the service is provided

4.1 At any time after the Service has been provided this Contract or the provision of any service or facility under it may be ended by:

(a) 1 month's notice from us to you; or

(b) 7 days notice from you to us.

4.2 If we give notice you agree to pay the charges for the Service up to the expiry of the notice.

4.3 If you give notice you agree to pay charges for the Service until the expiry of the notice. Unless you give notice because we intend to change any of the terms and conditions of this Contract to your detriment, you must also pay the charges due for any remaining part of the Minimum Period of Service.

4.4 Notice given by you does not avoid any other liability for the Service already provided.

4.5 If we give notice to end the Service under paragraph 4.1 we will repay or credit the appropriate proportion of any charges for the Service which you have paid in advance for a period ending after the notice expires.

5. Variation of Terms of Service

We may change the Terms of Service of this Contract at any time and we will give you 14 days notice of such changes before they take effect.