Consumer and Business Fibre
Fibre To The Premises
Services Description

For services provided with rented equipment after 26th March 2026

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manx telecom

Fibre Services Description

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1. INTERPRETATION & ADDITIONAL DEFINITIONS

1.1 Unless the context otherwise requires, terms and phrases defined in the Terms and Conditions and the Services Order Form and the Fees List will have the same meaning when used in the 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 and Conditions and the Services Order Form:

"We", "us", "our" and "MT" means Manx Telecom Trading Limited.

"You", "your" and "member" means you, the customer.

"Broadband", "Fibre", "Business Fibre", "Fibre Broadband Service", "Service" or **"Services"** means the service we agree to provide to you which includes MT asymmetric Internet access products delivered over fibre detailed below;

Fibre 100	Fibre 200	Fibre 400
Fibre 700	Fibre 1000	

Business Fibre 100	Business Fibre 200	Business Fibre 400
Business Fibre 700	Business Fibre 1000	

"App", "Wi-Fi App" or "Nokia Wi-Fi App" means the mobile application you can use to manage aspects of your Wi-Fi network.

"Average Speed" means the advertised average service speed of your service based off MT network testing.

"Business Broadband" in conjunction with the above Broadband definitions means MT's contended asymmetric Internet access product range using a fixed public IP address on the WAN interface of the router;

"Corteca" or "Nokia Corteca" means the Platform we will use to manage the Wi-Fi network and devices provided to you as part of the Hardware Package.

"DDoS" means Distributed Denial of Service.

"FTTP" means Fibre to the Premises and is the method used to provide asymmetric Internet access to the customer's premises over fibre and without the requirement for a traditional copper telephone line;

"Faster Fibre Promise" means ability for you to upgrade to MT Fibre, after 12 months on an MT Copper Broadband service, without paying an early termination fee on your copper service, where fibre is available.

"Fibre Voice" means our Consumer Voice over Internet Protocol service provided with a range of talk tariffs. These are subject to separate subscription charges, their own Service Description – See F9 SD 93 Talk Packages Service Description – and are delivered over speed restricted Fibre Internet access products suitable to deliver a Fibre Voice tariff, including;

Fibre – Talk Only	Fibre – Talk Only Low User

"Hardware Packages" means the combination of Wi-Fi Router, Mesh Extender and/or Analogue Telephone Adaptor equipment which is rented by you for the duration of the service.

"Kbps" means Kilobits per second, or thousand bits per second, and defines the bandwidth of a FTTP service when advertising the Average Speed.

"Mbps" means Megabits per second, or million bits per second, and defines the bandwidth of a FTTP service when advertising the Average Speed.

"MT Wi-Fi EasyMesh Hub", "Router", "Wi-Fi Extender", "Beacon" or **"Network Equipment"** means the device(s) supplied to you for the duration of the service.

"Minimum Period of Service" or **"Contract"** means the period from the service commencement date for the duration of the Contract term or such period as may be specified on the associated Services Order Form;

"Optical Network Terminal" or **"ONT"** means the equipment installed within the customer premises that terminates the Manx Telecom external network and provides a suitable interface for the connection of customer equipment such as a router and/or other such devices;

"Peak Times" means the period between 8pm and 10pm daily when average speeds are measured.

"Services Order Form" means the application form to order Fibre Broadband Services.

"Serving Equipment" means the equipment located within the Manx Telecom network providing the contracted service.

"Unlimited" means no monthly limit on the amount of data that may be used via the Broadband Service.

"WAN" means Wide Area Network, your link to the Internet.

"Wi-Fi Experts Team" means the support service we will deploy to try and resolve issues within the home.

1.3 We reserve the right to make changes to this document from time to time. At all times, the controlling version is the one available on the Manx Telecom website.

2. PROVISION OF FIBRE BROADBAND SERVICES

2.1 Fibre Broadband services are available to customers whose premises are within an area served by MT Wholesale FTTP fibre coverage.

2.2 We agree to provide you with your chosen Broadband service as described in the Services Order Form. You agree to keep the Broadband service for the Minimum Period of Service as set out below:

2.2.1 All new Broadband services are subject to 6- 24- or 36-months Minimum Period of Service.

2.2.2 All renewing Broadband services are subject to 6- or 24- or 36-months Minimum Period of Service.

2.3 **Fibre** services, including "Fibre 100", "Fibre 200", "Fibre 400", "Fibre 700" and "Fibre 1000" but excluding any "Business Fibre" service, are provided with a dynamic IP address for connection to the internet. All services include a Wi-Fi 6 router as a mandatory item for the duration of the service provision. Hardware Package upgrade options are available as detailed on our website. Contingent upon your service remaining within a contract term;

2.3.1 MT's Wi-Fi Experts team will supply, install and support the router and any optional Wi-Fi EasyMesh hubs

2.3.2 MT's Wi-Fi Experts team will be made available to visit a customer's property to install to optimise the Wi-Fi environment

2.3.3 If Wi-Fi EasyMesh hubs are recommended by us to ensure satisfactory coverage around the property these will be available to rent at additional cost.

2.3.4 If you choose to refuse to rent any additional Wi-Fi EasyMesh hubs that we recommend for an optimal Wi-Fi environment we cannot guarantee Wi-Fi coverage will be sufficient for your property and we may notify you that we are unable to provide further Wi-Fi investigations into reported issues.

2.3.5 MT's Wi-Fi Experts team will have remote access to monitor, diagnose and optimise the Network Equipment and Wi-Fi environment.

2.3.6 MT reserves the right to swap out the Network Equipment at any time, whether the equipment is performing adequately or not, with such equipment deemed suitable to ensuring continuation of service but does not entitle you to additional Wi-Fi Extenders which can be provided at an additional cost, due to the size and nature of your property. Furthermore, MT does not guarantee the exact make or model of the Network Equipment deployed to your property which may be refurbished, as-new, devices.

2.3.7 Should you choose to subscribe to a Fibre Voice service when subscribing to any Future Ready Internet service, you will be required to take the Network Equipment recommended by us. Fibre Voice may not be compatible with all Network Equipment options.

2.3.8 Should you choose to not take a Fibre Voice service when subscribing and later choose to add Fibre Voice we may need to change your Network Equipment, whole or in part, to one which is Fibre Voice compatible and capable of connecting a customer's existing digital cordless telephone to an MT Fibre Voice package, subject to you purchasing this package.

2.3.9 We reserve the right to change the combination of devices provided, or offer optional Fibre Voice compatible equipment, for Network Equipment which does not support Voice as standard.

2.3.9 Should you choose to disconnect the included Network Equipment provided to you and connect your own network equipment, we cannot guarantee to support you for any Wi-Fi issues and/or internet connection issues which you may report to us. Fibre Voice is not supported over any equipment not provided by us.

2.3.10 Fibre services are not independently powered from the serving telephone exchange and will not provide emergency telephone access should there be a power cut to the property affecting the ONT or Hardware Package equipment. Should you require fixed telephone access via Fibre in the event of a power outage if you do not have mobile calling capability you should obtain compatible battery backup solutions.

2.3.11 Where applicable, customers are required to seek express permission from their property owner/landlord before we can install Fibre services into or across their property.

2.4 **Fibre – Talk Only** and **Fibre – Talk Only Low User** services detailed above are provided with a dynamic IP address for connection to the internet and in addition to clauses 2.3 are also subject to the following;

2.4.1 All Talk Only services are provided with a single-device Hardware Package suitable to connect to the service and MT Fibre Voice package for the duration of the service provision.

2.4.2 If you choose to upgrade from a Talk Only service and add internet access at a later date we will require you to upgrade to a Future Ready Wi-Fi service with a new 24 Month Minimum Period of Service.

2.4.3 As a speed restricted, voice-only, service, you are only permitted to connect telephony devices to the provided Network Equipment. Connecting any internet enabled device may severely impact your Fibre Voice service.

2.5 **Business Fibre** services, including "Business Fibre 100", "Business Fibre 200", "Business Fibre 400", "Business Fibre 700" and "Business Fibre 1000" are provided with a single fixed IP address for connection to the internet. Hardware Packages are available as rental options. If you choose to rent a hardware package then the above conditions detailed in Clause 2.3 will apply.

2.5.1 If you wish to subscribe to a Fibre Voice service with Business Future Ready Fibre then you must also subscribe to the recommended Hardware Package. Alternative Business-use Voice over Internet Protocol services are available. Please contact Sales for details.

2.6 Services requiring multiple fixed IP addresses, not taking a rented hardware package or Business Managed services are subject to their own applicable Business FTTP Service Description.

2.7 MT does not guarantee Hardware Package replacement at the end of the 24 month contract period unless there is a required reason in order to ensure continuation of the service. Should we be required to change the equipment provided in your Hardware Package to rectify a fault when you are outside of a contact period we will require you to subscribe to a current sale Fibre service

2.8 We will not provide MT Fibre Voice services over another operator's fibre network.

2.9 With the exception of the Optical Network Terminal, router, EasyMesh Hub, and/or Analogue Telephone Adaptor you are responsible for providing a suitable PC and any other items of hardware or communications equipment necessary to enable you to access the Service. You are responsible for the maintenance of this equipment and ensuring it is appropriately patched and secured.

2.10 All services have unlimited data to use although we reserve the right to manage customer traffic across our network. This may involve restrictions to your Broadband service including, but not limited to, reduced connection speed, restriction of 'peer to peer' downloading or imposing specific usage limits. These restrictions may be used singularly or in conjunction with others. We undertake to use network management to deliver a fair service to all our customers.

2.11 All Broadband products detailed in this Service Description are contended at a rate equivalent to 50:1, meaning it is possible that up to fifty Broadband circuits may share the bandwidth allocation for that service.

2.12 MT's Fibre Broadband services are presented at the customer premises with an Optical Network Terminal with Ethernet socket for connection to suitable customer premises equipment such as a router.

2.13 Any Fibre installation where the property is identified by MT records or surveys as having Fibre installation exceptions will also be subject to Fibre Drop Tube & Ducting Service Description F9/SD/99

3. NOKIA CORTECA

3.1 As part of our Future Ready broadband service, we utilise Wi-Fi solutions enhanced by the Nokia Corteca platform. Corteca is a cloud-native, carrier-grade home networking framework that enables intelligent, real-time optimisation of in-home Wi-Fi performance. Through seamless integration with Nokia Beacon routers and mesh systems, Corteca provides advanced features such as automated signal tuning, dynamic channel selection, remote diagnostics, and secure firmware management. This platform supports a superior broadband experience by proactively addressing connectivity issues, improving wireless coverage, and enabling personalised support without requiring manual intervention from the customer.

3.2 We use the Nokia Corteca platform to deliver smart Wi-Fi network management as part of our Fibre services. This platform enables automatic optimisation of in-home wireless networks, including channel selection, device prioritisation, and interference mitigation, to enhance overall service quality and performance.

3.2.1 The processing of personal data in connection with these optimisation activities is necessary for the performance of the service between the you and us, in accordance with Article 6(1)(b) of UK General Data Protection Regulation ("UK GDPR") which the Isle of Man Data Protection Act 2018 aligns with.

3.3 We may remotely access and monitor network performance metrics using the Corteca platform for the purposes of diagnosing faults, performing firmware updates, detecting service degradation, and undertaking proactive maintenance.

3.3.1 This processing is carried out on the basis of our legitimate interests in maintaining and improving service performance and network reliability, as permitted under Article 6(1)(f) UK GDPR.

3.4 The Corteca platform may collect the following types of technical data from the Customer's in-home networking equipment to provide support services to customers, generate insights to troubleshoot issues and deliver a better service, and run intelligent algorithms for Wi-Fi radio resource management:

Element	Type of data	Mandatory	Right to Access	Right to Modify	Right to delete (without Account)	Right to delete (with Account)	Right to opt-out	Right to Data Portability
Full name	Personal		X	X		X		X
Email ID (Account)	Personal		X	X		X		X
Username/Password (Account)	Sensitive		X	X		X		X
MAC Address (Wi-Fi Access Point and End-user devices	Personal	Mandatory	X		X	X	X	X
AP Location / Neighbour scan data	Personal	Mandatory	X		X	X	X	X
SSID Name	Personal		X		X	X	X	X
End client details (MAC, IP etc)	Personal	Mandatory	X		X	X	X	X
Friendly Name	Personal		X	X	X	X	X	X
AP Serial Number	Personal		X		X	X	X	X
WAN IP Address	Personal		X		X	X	X	X

3.4.1 No content-level data (e.g. browsing history, personal communications, or application usage details) is collected or processed by the Corteca platform.

3.5 Customers have the right to access their personal data, request rectification or erasure where appropriate, object to processing based on legitimate interests, and lodge a complaint with the Isle of Man Information Commissioner at www.inforights.im.

3.5.1 To exercise these rights or make a data protection enquiry, customers may contact the Manx Telecom Data Protection Officer at dataprotection@manxtelecom.com, Manx Telecom Headquarters, Isle of Man Business Park, Braddan, Isle of Man, IM99 1HX

3.6 Data collected through the Corteca platform is retained only for as long as you subscribe to the service in accordance with Manx Telecom's data retention policy and applicable legal or regulatory requirements.

3.7 Following registration we my share data relevant providing the service with Nokia who processes technical network data on behalf of us as a data processor under a binding Data Processing Agreement, incorporating appropriate technical and organisational measures to safeguard personal data in accordance with Article 28 UK GDPR.

3.8 In order to maintain the integrity and security of the service, provided Network Equipment may receive remote firmware or software updates via the Corteca platform. These updates may be deployed automatically without prior notice, where necessary for service continuity or network compliance. These may incur short outages of Broadband service.

3.9 Selected Corteca-enabled features are available via the Nokia Wi-Fi mobile application, including parental controls, connected device overviews, guest Wi-Fi configurations and others. The availability of such features may vary depending on Hardware Package. The Nokia Wi-Fi app is subject to its own terms of use and does not impact the provisions of this Service Description

3.10 Customers who do not wish to participate in smart Wi-Fi optimisation features powered by Corteca may request a reduced-functionality configuration by contacting Manx Telecom Customer Support. In such cases, we reserve the right to limit certain service features or support capabilities, and performance may be affected.

3.12 Customers wishing to have all their data deleted from Corteca will need to cease their Manx Telecom Fibre service and the customer would be liable for any outstanding rental if remaining in any Minimum Period of Service.

4. AVERAGE SPEEDS

4.1 The average broadband speeds notified to you at point of sale and updated monthly on our website do not represent a guarantee that you will receive these speeds.

4.2 The average speed you can expect to receive for the broadband product you have chosen, at Peak Times, between 8pm and 10pm daily, will be published on our website and updated on a monthly basis. If you find that you are unable to receive the average speed published for your chosen product at Peak Times, and when tested with a wired connection to the network equipment supplied by us, please let us know and we will assign our Wi-Fi Experts Team who will endeavor to optimise your broadband service.

4.3 If, following our investigations into the speed related issues that you have reported to us, we find and notify you that the average Broadband speed for your chosen product and service location is operating within our acceptable parameters, plus or minus 20%, we will consider this investigation closed. If your average speed falls outside of our acceptable parameters and you remain unhappy with our service and support we will allow you to exit your contract by providing us with 30-days notice and returning all your rented equipment, subject to clause 5.9 equipment return.

4.4 We will conduct Average Speed tests via our speed test server utilising the supported network equipment that we have provided. Our tests will record connection speeds available by Broadband product type to the internet at Peak Times. To ensure the integrity of our networks, testing is conducted as follows;

- We have designed test scripts to perform speed tests on our entire router enabled base monthly.
- Tests are run by 9 x geographical postcode areas and by product – using the first postcode 3 digits i.e. IM1 to IM9
- 9 tests are run, 1 per postcode area, per minute between 8pm and 10 pm daily
- Tests start with the newest supplied customer first, then cycle through all customers by unique circuit number.

4.5 The service range of Wi-Fi and performance of wireless equipment can vary significantly according to the layout and the position of your router and other wireless or electrical equipment within your property. Our Wi-Fi Experts Team can advise you how to optimise performance and may, depending on the size and configuration of your property, recommend additional Wi-Fi EasyMesh Hubs, see clause 2.3.

4.6 Other factors can also impact internet speeds, such as the number of people using the MT broadband network, the level of use of the global internet, the popularity of the specific internet content that you are trying to access at a point in time, and other environmental or technological factors impacting your local in-home network and/ or internet network performance. MT does not guarantee that your access to the internet will be free from fault or disruption.

5. CHARGES

5.1 You agree to pay all charges for the Broadband service as specified in the price list.

5.2 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 your line is activated for the Broadband service.

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

5.4 You agree to pay for the Broadband service by way of your MT monthly bill.

5.5 E-Billing is mandatory for all Broadband services

5.6 We reserve the right to vary any of the charges for Broadband services at any time, but we will give you 14 days' notice before the new charges become effective.

5.7 All our Broadband services are billed on a per line basis.

5.8 Unless otherwise stated all Broadband services may be subject to price adjustment each year which can either be determined by Manx Telecom based on changes in the market and/or provision of service cost, or adjusted in line with the RPI Rate, (which could be an increase or a decrease).

5.9 All Network Equipment provided by us to you remains the property of us and must be returned to us at the MT Shop, Strand Street, Douglas or MT Headquarters, Isle of Man Business Park, Braddan within 30 days of notification of cessation of the service, whether by us or you. Alternative return methods may be available on request to MT Sales.

5.10 If you fail to return the Network Equipment to us within 30 days following the cancellation of your service, or devices are damaged beyond economical repair, we will charge you for their replacement. This charge will be our cost for the devices plus our administration and handling charge to replace the device. The non-return equipment charge will be automatically added to your MT bill. Payment of the non-return equipment charge does not transfer ownership to you, the rented equipment always belongs to us. This charge will be published on our website alongside the charge for your product.

5.11 Network Equipment that we find to be causing a fault with the service will be replaced or fixed whilst you are within the Minimum Period of Service as detailed in Clause 2.2. Devices requiring replacement due to a fault outside of the Minimum Period of Service may require you to sign up for a new Minimum Period of Service to be eligible for replacement Network Equipment

5.12 Network Equipment requiring replacement due to loss or physical damage on your part at any time will be charged to you as per clause 5.9. We may also charge for any associated engineering visit and works if a fault is deemed to be due to your actions or omissions that have damaged or impacted the service or our service equipment.

6. SERVICE UPDGRADES AND DOWNGRADES

6.1 Service upgrades, for example from a 700 Mbps service to a 1000 Mbps on all services, as described in Clause 1.2, may be completed at any time and will invoke a new 6, 24 or 36 Month Minimum Period of Service.

6.2 Service upgrades from Fibre – Talk Only and Fibre – Talk Only Low User, including Fibre Zero – Talk Only and Fibre Zero Talk Only Low User products withdrawn from new supply, to any service, as described in Clause 1.2, may be completed at any time and will invoke a new 6, 24 or 36 Month Minimum Period of Service.

6.3 Service downgrades, for example from a 1000 Mbps service to a 700 Mbps equivalent service or from any Fibre service to any Talk-Only service can only happen if you are not within the Minimum Period of Service and will invoke a new 6, or 24-month Minimum Period of Service.

6.4 As a Manx Telecom Broadband customer, if you move to a property where the same service is not available, and you are within an initial Minimum Period of Service, you will be liable for the difference in the monthly rental between the Fibre service and the service taken at the new property for the remaining months of the initial Minimum Period of Service at the rates applicable when you subscribed to your MT fibre service.

6.5 Any change of service including regrade of service, change of Hardware Package, addition or removal of Fibre Voice, change of installation address or any other such change will invoke a new 6, 24 or 36 month Minimum Period of Service. When making any change to the service, if the service you are subscribed to has subsequently been withdrawn from sale you will be required to regrade to an equivalent current-sale service.

7. EQUIPMENT AND SOFTWARE

7.1 All equipment provided by us remains the property of MT at all times. You must look after it and not dispose, damage, sell, destroy or otherwise interfere with it, unless we ask you to.

7.2 Payment of any non-return equipment charge does not transfer ownership, you must still return the equipment to us. If the equipment is returned after any non-return charge is levied. It is at our absolute discretion whether we refund this charge to you.

7.3 Should you choose to use remove the equipment supplied by us and use your own you agree to absolve us of any requirement to provide Service Care Level guarantees, commitments for average speed claims, Wi-Fi Experts or Corteca support or any device replacement or support associated with this service. We will not commit to resolving any fault to your satisfaction and any engineering investigation, including but not limited to engineering visits, may be chargeable.

7.4 If you choose to connect a device other than that supplied to you by Manx Telecom, or alter the configuration of a device we have supplied, we reserve the right to downgrade or cease your associated service without notice, if in our opinion, there is a detectable degradation or risk to either your service or that of any other customer or network equipment within Manx Telecom's Broadband network.

7.5 You must let us update, upgrade or replace software relating to a service or the equipment. Software changes might happen automatically and without prior notice and may cause short outages to the service.

7.6 Use of the Nokia Wi-Fi App is subject to its own separate Terms of Service and Privacy Notice within their application.

7.7 4G Backup solutions are not compatible with Nokia Hardware.

8. SERVICE CARE LEVELS

8.1 For information on our service levels please refer to our description of Service Care Levels that can be found on our web site www.manxtelecom.com/terms

9. DDoS

9.1 The services detailed in this Services Description do not include protection against DDoS attack

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