



## MANX TELECOM TRADING LIMITED SWITCH PROMOTION TERMS AND CONDITIONS

### 1. BACKGROUND AND PRIORITY

- 1.1 Manx Telecom 'Switch' promotion is subject to Manx Telecom's General Term & Conditions and Service Descriptions for the relevant Mobile Services and Handset Trade-In scheme. Unless the context otherwise requires, terms and phrases defined in the General Terms & Conditions and Services Descriptions will have the same meaning when used in these promotion terms.
- 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:
- 2.10 The Trade-in Value of a device cannot be redeemed for cash, no cash refund will be provided. If the Trade-in Value exceeds the up-front Mobile Hand-Set or Device cost, a store credit will be provided for the difference.
- 2.11 The offers cannot be used in conjunction with any other special promotions and offers unless stated otherwise or used against any items that have already been discounted as part of a sales promotion period.

**"Bill-Pay Credit"** is one method by which Manx Telecom can provide a credit to a Fixed Line, Broadband or Pay Monthly Mobile Account;  
**"Switch"** means a subscriber that transfers their Sure Pay Monthly Mobile Service(s) to Manx Telecom Pay Monthly Mobile Service(s) for the purpose of this promotion;

### 2. APPLICATION OF TERMS

- 2.1 The offers detailed below are available with Manx Telecom Pay Monthly Mobile Service contracts from the 14th March 2014. Manx Telecom retains the right to end or extend these offers at any time.
- 2.2 This offer is only available with new Manx Telecom Pay Monthly Mobile Services when you transfer your Sure Pay Monthly mobile service(s) to Manx Telecom and take out a Contract with a Minimum Period of Service of 24 months on a Manx Telecom 'Smartphone' or 'SmartBiz' Mobile Service tariff(s).
- 2.3 If you wish to transfer your number from Sure to Manx Telecom, then your Contract with them will be terminated. You will be liable to them for any unpaid call charges and any balance of rental remaining on any unexpired Minimum Period. They should 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.
- 2.4 This promotion is available in the Manx Telecom store, Strand Street, Douglas only and customers must call into store to:
- Complete a Pay Monthly Service Order Form(s) and Porting Request Form(s).
  - Provide proof of identity and a copy of a previous Sure Pay Monthly Mobile Service bill.
- 2.5 The Bill-Pay Credit will be applied to each of the customers three monthly bills for the Pay Monthly Mobile Service following the initial (partial period) bill.
- 2.6 The Bill-Pay Credits will apply to Pay Monthly Mobile Service Charges for 'Smartphone' or 'SmartBiz' tariff(s) as set out in MT's Price/Fees List only (i.e. it will not apply to any bolt-ons or additional services).
- 2.7 The Bill-Pay Credits cannot be redeemed for cash and no cash alternative will be provided if the credit is not accepted.
- 2.8 All Mobile Hand-sets or Devices to be traded-in will be subject to Handset Trade-in scheme service description and checks by an employee of Manx Telecom in-store. Manx Telecom retains the right to not offer a Trade-in Value or refuse to accept a Mobile Hand-set or device if it does not meet the conditions as set out.
- 2.9 The Trade-in Value of the Mobile Hand-Set or Device can only be applied against the Up-front price of a new Mobile Hand-Set or Device associated with a Pay Monthly Mobile Contract or any purchase of a Mobile Hand-Set or Device in-store;

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Registered office: Isle of Man Business Park, Cooil Road, Braddan, Isle of Man, IM99 1HX  
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