

2019 myFamily bundle(s) – Terms & Conditions

1. Background and Priority

Manx Telecom myFamily bundle(s) are subject to Manx Telecom General Term & Conditions and Service Descriptions for the relevant Mobile services. 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 terms.

myFamily bundle(s) are available with Manx Telecom pay monthly mobile service contracts from 22nd November 2019 until further notice.

2. Terms

- 2.1. myFamily bundle(s) are exclusively available to pay monthly customers with at least one 15GB or above Smart tariff or Smartroam tariff on the primary account, from the 22nd November 2019 until further notice
- 2.2. myFamily bundle(s) are subject to a 12 month' minimum term agreement. Boosts can exclusively be added to myFamily bundle(s) and are subject to a 30 day' validity period, after which they will automatically expire.
- 2.3. Inclusive allowances and/or boost allowances do not rollover from one month to the next. Unused allowances will be lost at the end of the billing period (monthly for core allowances and 30 day' for boosts).
- 2.4. Unlimited free calls between family members linked to the primary account shall include; calls between the MT mobiles, calls from the MT mobiles to the MT home phone and calls from the MT home phone to the MT family mobiles. Customers with Basic and Low User fixed line products will not be able to make free calls from the MT home phone to the MT family mobiles, as these are chargeable at all times.
- 2.5. Unlimited free calls between MT mobiles includes only those pay monthly services that are consolidated onto a single account. Mobiles that are charged separately will not be eligible for the free calls, including any pay as you go services.
- 2.6. Unlimited free calls between family phones on the MT account include only those calls that generate on the Isle of Man. Calls made while roaming are excluded and not permitted, with the exception of calls generated using Over The Top applications, such as whatsapp, which utilise roaming data. This would be permitted in UK and Europe, subject to having a roaming data boost.
- 2.7. Details of myFamily bundle(s) can be found online at mt.im/myfamily, or at the Manx Telecom Strand Street shop, Douglas.
- 2.8. myFamily bundle(s) are available through our shop on Strand Street, Douglas or via our Mobile Sales Team on 624 624, option 2, 3.
- 2.9. All prices quoted on the website are inclusive of VAT @ 20%
- 2.10. Manx Telecom reserves the right to change or withdraw these tariffs subject to providing notice, as detailed in the Consumer General Terms & Conditions document

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3. General Conditions

- 3.1. Available to all new and re-contracting customers with at least one 24 month' pay monthly Smart 15GB or above tariff or Smartroam 15GB or above tariff on the account.
- 3.2. Monthly charges are determined by the number of myFamily bundle(s) being taken, or already active on the account, at the point of purchase (1, 2 or 3+). New myFamily bundle(s) added to an account will be charged at the appropriate rate depending on how many other myFamily bundle(s) are on the account.
- 3.3. Customers will pay the fixed monthly charge that has been accepted on signing an agreement, for the duration of the contract period, irrespective of whether family members are added or removed from the account.
- 3.4. Existing family members that are part way through a 12 month' contract will have the option to continue paying at their current rate, or re-contract for a further 12 months to get the benefit of any multi-SIM discount that might be applicable. **NOTE:** Re-contracting part way through the month will result in any outstanding balances being lost, including any boost allowances. Manx Telecom will **not** refund customers for any loss of inclusive allowances.
- 3.5. myFamily bundle(s) are **not** available for use as a data only / 4G mobile broadband SIM. Manx Telecom reserve the right to suspend or cancel the service for customers suspected of using myFamily bundle(s) for the purpose of accessing mobile broadband services.
- 3.6. myFamily bundle(s) are **not** available for commercial use. Manx Telecom reserve the right to suspend or cancel the service for customers that are suspected of using myFamily bundle(s) for commercial purposes.
- 3.7. Out of bundle usage has been completely blocked for myFamily bundle(s) to prevent unexpected bill shock. This block cannot be removed.
- 3.8. Boosts can and should be added via MyMT, the quickest and easiest way of adding services and managing accounts.
- 3.9. Once a boost has been added to an account, the allowance will be available for 30 days, after which time it will automatically expire and be removed from the account.
- 3.10. Boost allowances will decrement ahead of the core allowances.
- 3.11. Boosts are charged additionally on the monthly bill at the prices provided on Manx Telecoms website. Once a boost has been consumed or expired, whichever the sooner, customers are able to purchase further boosts and there is no limit on the number of boosts that can be added.