



## 2026 VIP Customer Loyalty Programme

### 2026 VIP Customer Loyalty Programme – Terms & Conditions

#### 1. Background and Priority

The Manx Telecom 2026 VIP Customer Programme is subject to Manx Telecom General Terms & Conditions and Service Descriptions for the relevant services. Unless the context otherwise requires, terms and phrases defined in the General Terms & Conditions and Service Descriptions will have the same meaning when used in these programme terms.

#### 2. Application of Terms

2.1 The Programme is available to invited customers only from 8th October 2026 to 8<sup>th</sup> October 2027, or such time as the reward fund allocation has expired, whichever is soonest.

2.2 Manx Telecom 2026 VIP Customer Programme schedule listed below:

##### **Schedule A:** VIP Customer Reward and Referral Reward

2.3 Participation in the Programme is by invitation from Manx Telecom only. Customers cannot apply, request or nominate themselves or others to take part.

2.4 Selection of participating customers is made at Manx Telecom's sole discretion. Selection criteria are not published and Manx Telecom will not enter into correspondence regarding selection decisions.

2.5 Only customers who have opted in to receive marketing and promotional communications from Manx Telecom are eligible to take part.

2.6 The Programme is personal to the invited account holder. Rewards, referral codes and any associated benefits are non-transferable and cannot be assigned, sold or shared other than as set out in Schedule A.

2.7 These offers are available as detailed in clause 2.1. Manx Telecom reserve the right to cancel, withdraw, or extend this Programme without prior notice.

2.8 The total reward fund allocation is limited to a set amount. Once this allocation has been reached Manx Telecom reserve the right to withdraw or extend this Programme without prior notice.

2.9 These 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.



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2.10 All rewards are redeemable only through purchases made in our store at Manx Telecom Strand Street Shop, Douglas, and are subject to stock availability.

2.11 If due to global supply issues your preferred item is unavailable, we'll instead provide you with a redemption voucher for as soon as the item becomes available or you may select another eligible product.

2.11.1 The voucher is valid for the selected item only and is non-transferable. In the event that the item becomes unavailable or is discontinued, Manx Telecom reserves the right to offer a suitable alternative of equal or greater value.

2.12 To take part, and to receive any reward, customers must hold an active Manx Telecom account which is not in arrears or suspended.

2.13 All prices are inclusive of VAT at the prevailing rate.

2.14 Participants must be Isle of Man residents aged 18 or over and must be the named account holder, unless Manx Telecom expressly states otherwise in the invitation.

2.15 Employees of Manx Telecom Group and anyone directly involved in administering the Programme are not eligible to receive referral rewards unless Manx Telecom expressly confirms otherwise.

2.16 Manx Telecom may reasonably verify eligibility, account status, referral validity and reward entitlement before issuing or permitting redemption of any reward. A reward may be withheld while verification is completed.

## **SCHEDULE A**

### **3. VIP Customer Reward**

3.1 Invited customers will receive a hardware voucher as a gesture of appreciation for their custom. The value of the voucher is stated on the voucher itself and in the accompanying invitation.

3.2 The voucher will be accompanied by a unique personalised referral code and QR code, which links to the Manx Telecom referral form.

3.3 Redemption of the voucher must be made in-store at Manx Telecom's Strand Street shop in Douglas, at the time of purchase.

3.4 The voucher may be redeemed against hardware and accessories available in the Manx Telecom store, subject to stock availability.

3.5 The voucher must be redeemed in a single transaction. No change, credit or refund will be given against any unused balance.



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3.6 Where the value of the selected item exceeds the value of the voucher, the customer is responsible for paying the difference.

3.7 The voucher must be redeemed by [expiry date]. Vouchers not redeemed by this date will expire and cannot be reissued or extended.

3.8 The voucher has no cash value, cannot be exchanged for cash or credit, and is not for resale.

3.9 In the event of unforeseen circumstances, Manx Telecom reserve the right to substitute the reward for an alternative of equal or greater value.

3.10 Manx Telecom is not responsible for lost, stolen, damaged or unauthorised use of a voucher or referral code after it has been issued, except where caused by Manx Telecom.

3.11 Hardware and accessories remain subject to the manufacturer's applicable warranty and any statutory consumer rights. Nothing in these terms limits those rights.

## 4. Referral Reward

4.1 Invited customers may share their personalised referral code with friends and family who are not existing Manx Telecom customers.

4.2 A qualifying referral is one where all of the following apply:

- The person referred is not an existing Manx Telecom customer and does not hold a qualifying service at the point of referral;
- The person referred submits their own details using the Manx Telecom referral form, or provides the referral code when contacting Manx Telecom through an existing sales channel;
- The referral code is provided at the point of enquiry or order; and
- The person referred subsequently takes out and activates a qualifying service.

4.3 Qualifying services for the purpose of clause 4.2 are consumer Fibre Broadband services with Manx Telecom. Business Fibre services are excluded from the programme.

4.4 Referral codes cannot be applied retrospectively. Where a referral code is not provided at the point of enquiry or order, the referral will not qualify.

4.5 Referral rewards are limited to a maximum of 1 successful referrals per invited customer.

4.6 Only one referral reward will be issued per referred customer, regardless of the number of services provided to that customer.

4.7 Customers may not refer themselves, any other account held in their name, or any other person living at the same address.



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4.8 The referral reward will be issued to the referring customer once the referred customer's service has been activated, any applicable cooling-off period has expired, and Manx Telecom has verified the referral.

4.9 Where a referred customer cancels within the cooling-off period, or the service is not activated, no referral reward will be issued.

4.10 The referral reward is issued as a hardware voucher and is subject to the same redemption terms set out in clause 3.

4.11 Manx Telecom reserve the right to withhold, cancel or reclaim any reward where it reasonably believes the Programme has been misused, or that a referral is duplicated, fraudulent or does not meet the qualifying conditions.

4.12 Nothing in these terms affects the standard terms of any service taken out by a referred customer, including minimum term and early termination charges.

4.13 Referrals generated through bulk messaging, paid advertising, automated activity, false identities or other activity which Manx Telecom reasonably considers abusive or inconsistent with the purpose of the Programme will not qualify.

4.14 If an administrative or system error results in a reward being issued or recorded incorrectly, Manx Telecom may correct the error and, where reasonable, cancel or recover the affected reward.

## 5. Use of Personal Information

5.1 Manx Telecom will collect and process personal information in connection with the Programme in accordance with the Manx Telecom Privacy Notice and applicable data protection legislation. Our privacy policy can be found at URL: <https://www.manxtelecom.com/terms-and-conditions/privacy-policy/>.

5.2 Only the minimum personal information required to administer the Programme will be collected, and it will be used only for that purpose.

5.3 Details of a prospective customer must be submitted by that person themselves through the referral form. Referring customers should not submit another person's details on their behalf.

5.4 Manx Telecom Trading Limited is the data controller for personal information processed to administer the Programme. Questions about use of personal information may be directed to the Data Protection Officer at [dataprotection@manxtelecom.com](mailto:dataprotection@manxtelecom.com) or Manx Telecom Trading Limited, Isle of Man Business Park, Cooil Road, Braddan, Isle of Man, IM99 1HX.

5.5 Personal information will be retained only for as long as reasonably necessary to administer the Programme, resolve queries, prevent misuse and meet legal or regulatory requirements. Participants may exercise their data protection rights and may complain to the Isle of Man Information Commissioner.



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### 6. General

6.1 Manx Telecom reserve the right to amend these terms at any time. The current version will be available at <https://www.manxtelecom.com/terms-and-conditions/>.

6.2 Manx Telecom's decision on eligibility, validation and administration of the Programme is final, subject to applicable law and the customer's statutory rights.

6.3 These terms are governed by the laws of the Isle of Man and the parties submit to the non-exclusive jurisdiction of the Isle of Man courts.

6.4 The invitation, referral form and any redemption instructions issued by Manx Telecom form part of these terms. If there is a conflict, these Programme terms take precedence unless expressly stated otherwise.

6.5 Manx Telecom may suspend or cancel participation, withhold or recover a reward, or take other reasonable action where fraud, abuse, manipulation, technical error or misuse affects the proper operation of the Programme.

6.6 If any provision of these terms is found to be invalid or unenforceable, the remaining provisions will continue in full force and effect.

6.7 Manx Telecom is not responsible for losses arising from circumstances outside its reasonable control, including stock shortages or third-party supply failures. Nothing in these terms excludes or limits liability that cannot lawfully be excluded or limited.

6.8 The Programme is operated by Manx Telecom Trading Limited, Isle of Man Business Park, Cooil Road, Braddan, Isle of Man, IM99 1HX, company number 5629V. Customer enquiries can be made by calling 624624 or through the contact details published on [manxtelecom.com](https://www.manxtelecom.com).