



## SERVICES DESCRIPTION – PAY MONTHLY MOBILE SERVICE TARIFF PLAN H

### Services Description for Pay Monthly Mobile Services

The following conditions are in addition to, and should be read in conjunction with, our **General Terms and Conditions and Services Description for Manx Telecom Pay Monthly Mobile Service**. These conditions apply to the tariffs listed. Tariffs available from 11th May 2026.

#### 1. Mobile Services including Minimum Period of Service

MT provides several pay monthly mobile Services. These Services and their Minimum Period of Service are as shown in the tables below.

##### GoRoam Monthly Tariffs

Monthly Tariffs with or without a handset	Minimum Period of Service
GoRoam Essential 15GB Tariff Plan	36 or 24 Months
GoRoam Plus 100GB Tariff Plan	36 or 24 Months
GoRoam Ultra Unlimited Tariff Plan	36 or 24 Months
GoRoam Ultra+ Unlimited Tariff Plan	36 Months

##### Inclusive Allowances

Monthly Tariff	On-Net Allowances			Roaming Allowances Zones 1 & 2 – EU		
	Data	Mins	SMS	Data	Mins	SMS
GoRoam Essential 15GB Tariff Plan	15GB	Unlimited	Unlimited	6GB	50	50
GoRoam Plus 100GB Tariff Plan	100GB	Unlimited	Unlimited	16GB	300	300
GoRoam Ultra Unlimited Tariff Plan	U/L	Unlimited	Unlimited	40GB	600	600
GoRoam Ultra+ Unlimited Tariff Plan	U/L	Unlimited	Unlimited	40GB	600	600

#### 2. Inclusive On-Net Minutes

Only apply to calls made from the Manx Telecom network to the following call types:

- a Isle of Man mobiles 07624
- b Isle of Man fixed lines 01624
- c UK & Channel Islands mobiles
- d UK geographic numbers 01, 02, 03

2.1 Inclusive on-net minutes will apply to numbers allocated to UK mobile network operators that provide mobile services with substantial national coverage (this currently includes the major operators O2, Everything Everywhere, Vodafone and 3, and providers such as Virgin Mobile, Tesco Mobile and BT Fusion, but may exclude calls made to any 07 number ranges which Manx Telecom reasonably believes are being used for call forwarding services, onward calling services or numbers that pay a revenue share.

2.2 Inclusive on-net minutes will not apply for calls made whilst roaming. Calls eligible for the inclusive call allowance will be decremented as follows: 60 seconds minimum call charge and thereafter in 60 seconds increments for the duration of the call.



## SERVICES DESCRIPTION – PAY MONTHLY MOBILE SERVICE TARIFF PLAN H

- 2.3 Where a tariff plan has a defined number of inclusive on-net minutes, any unused inclusive on-net minutes will not be rolled over to the next month.
- 2.4 Calls made outside of the inclusive on-net minutes allowance will be charged for as per the Manx Telecom Pay Monthly rates to the destination called.
- 2.5 All calls are charged in 60 seconds increments.

### 3. Inclusive On-Net Messaging (SMS Text Messages)

- 3.1 Applies to SMS text messages sent from the Manx Telecom network.
- 3.4 A single SMS text message sent will decrement the messaging allowance by one message if the account still has allowance left on it.
- 3.5 Inclusive on-net SMS text messages will not apply if sent whilst roaming.
- 3.6 Unused inclusive on-net SMS text messages will not be rolled over to the next month.
- 3.7 On-net SMS text messages sent outside of the inclusive allowance will be charged for as per the Manx Telecom Pay Monthly rates to send an SMS text.
- 3.8 Picture messages and multimedia messages are not included within the text allowances and will be charged at all times. Please refer to our website for charges.

### 4. Inclusive On-Net Data

- 4.1 Inclusive on-net data is provided with each tariff plan and applies whilst on the Manx Telecom network. Data transferred will be rounded to the nearest kilobyte and charged pro rata in units of kilobytes.
- 4.2 Inclusive on-net data will not apply if used whilst roaming.
- 4.3 Unused on-net data allowance does not roll over to the next month
- 4.4 Data used outside of the inclusive on-net allowance will be charged for as per the Manx Telecom Pay Monthly tariff rates for data usage up to the daily cap charge.

### 5. Groups Call Free

Any voice calls between 2 or more Pay Monthly mobiles or fixed lines, excluding those on Basic and Low User tariff plans and Low Volume Call Diversion, on a single Manx Telecom account will not be charged. The calling party is required to be on the Manx Telecom network in order for the call to receive the Groups Call Free discount. If the called party is roaming incoming roaming charges may apply depending on roaming zone.

Any call benefiting from the Groups Call Free discount will be capped at one hour duration. After one hour, the call will be charged as per normal and call duration will be decremented from the inclusive minutes, or if the inclusive minutes have been used up, at the standard rate to call a Manx Telecom Mobile and will appear under the Calls to Local Mobile section of the bill.

### 6. Roaming Allowances

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Registered office Isle of Man Business Park, Cooil Road, Braddan, Isle of Man, IM99 1HX  
Registered in the Isle of Man no 5629V



6.1 Applies to calls, texts and data whilst roaming in Roaming Zones 1 and 2.

### 7. Inclusive Roaming Minutes

7.1 Inclusive roaming minutes apply to calls made within in a country in roaming zone 1 or a country within roaming zone 2 to ordinary fixed lines or mobiles in the same zone 1 or zone 2 country.

7.2 Inclusive roaming minutes apply to calls made within a country in roaming zone 1 or a country within roaming zone 2 back to the Isle of Man and UK. The inclusive allowance will apply to fixed line numbers beginning 01, 02 and 03 and UK mobile numbers beginning 07. UK mobiles are numbers allocated to UK mobile network operators that provide mobile service with substantial national coverage but may exclude 07 number ranges which MT reasonably believes are being used for call forwarding services or revenue share.

7.3 Inclusive roaming minutes do not rollover. Outside of the inclusive roaming allowance calls are charged according to the out of bundle roaming charges that apply for the tariff plan.

### 8. Inclusive Roaming Texts

8.1 Inclusive roaming texts apply to text messages sent within a country in roaming zone 1 or a country in roaming zone 2 to anywhere in the world.

8.2 Inclusive roaming texts do not rollover. Outside of the inclusive roaming allowance texts are charged according to the out of bundle roaming charges that apply for the tariff plan.

### 9. Inclusive Roaming Data

9.1 Inclusive roaming data applies to data used on mobile networks in a country in roaming zone 1 or a country in roaming zone 2.

9.2 Inclusive roaming data does not rollover. Outside of the inclusive roaming allowance data is charged according to the out of bundle roaming charges that apply for the tariff.

9.3 A minimum data session of 10KB applies, data transferred will be rounded to the nearest kilobyte and decremented from the inclusive roaming allowance. Outside of allowance data is charged in kilobytes.

### 10. Exclusions

10.1 Mobile data services are designed for portable, on-the-go internet access and are not intended to be used as a replacement for fixed broadband services. We reserve the right to monitor usage patterns and, where we reasonably suspect that the service is being used as a fixed broadband substitute we may review the account and apply revised pricing, usage limits, or service restrictions.

10.2 GoRoam Ultra+ Unlimited is a restricted sale service available only when taking a premium mobile handset over 36 monthly installments and when subscribing to Fibre 100, Fibre 200, Fibre 500 or Fibre 1000 Broadband services. We reserve the right to amend, update, or otherwise modify the eligibility criteria without prior notice. Any changes to the eligibility requirements will become effective immediately upon being posted on our website via update to this document or otherwise communicated. Continued use of the Product following such



## SERVICES DESCRIPTION – PAY MONTHLY MOBILE SERVICE TARIFF PLAN H

changes constitutes your acceptance of the updated eligibility criteria. If you no longer meet the revised criteria, the Company may contact you to discuss ongoing access to the service.

### 11. Price Changes

- 11.1 Manx Telecom reserves the right to adjust monthly subscription and usage charges subject to 30 days' notice prior to implementing the change. Please see our General Terms and Conditions Consumer – Post 1<sup>st</sup> July 2018.

### 12. Device Warranty

- 12.1 Mobile handsets supplied are subject to the manufacturer or supplier warranty. Manx Telecom shall pass on to you, the benefit of any such warranties. You acknowledge that any attempt to repair, service or tamper with the Purchased Equipment by a person other than us, an authorised partner or the applicable manufacturer, may invalidate the manufacturer's warranty. The Manufacturer's warranty does not cover any accidental damage or loss of equipment and you are responsible to cover any associated repair charges.

### 13. Data Only SIM (Family/2<sup>nd</sup> Device Data Only Sim)

- 13.1 Optional Data Only SIM's are available for purchase with these tariff plans for an additional Monthly Rental Charge offering Unlimited On-Net data. Should the main GoRoam tariff be regraded to another GoRoam tariff, the Data Only SIM must also be regraded to the appropriate rental for that new tariff package
- 13.2 Data Only SIM's have no inclusive Minutes, Texts or Roaming allowances and any usage is charged according to the out of bundle roaming charges that apply for the tariff plan.

### 14. Talk & Text Only Sim (Family/2<sup>nd</sup> Device Data Only Sim)

- 14.1 Optional Talk &Text Only SIM's are available for purchase with these tariff plans for an additional Monthly Rental Charge offering Unlimited Calls and Texts on island. Should the main GoRoam tariff be regraded to another GoRoam tariff, the Talk & Text Only SIM must also be regraded to the appropriate rental for that new tariff package.
- 14.2 Talk & Text Only SIM's have no inclusive data or roaming allowances and any usage is charged according to the out of bundle roaming charges that apply for the tariff plan.