



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

### 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 1<sup>st</sup> November 2013.

#### 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.

#### Voice Services

<b>Smartphone &amp; Smartbiz Monthly Tariffs including Subsidised Phone with Inclusive Minutes and Messages Allowance</b>	<b>Minimum Period of Service</b>
Smartphone & Smartbiz 150 with subsidised Phone	12, 18 & 24 Months
Smartphone & Smartbiz 175 with subsidised Phone	12, 18 & 24 Months
Smartphone & Smartbiz 300 with subsidised Phone	12, 18 & 24 Months
Smartphone & Smartbiz 600 with subsidised Phone	12, 18 & 24 Months
Smartphone & Smartbiz 1200 with subsidised Phone	12, 18 & 24 Months
Smartphone & Smartbiz Unlimited with subsidised Phone	12, 18 & 24 Months

<b>Smartphone &amp; Smartbiz Monthly Tariffs without Subsidised Phone with Inclusive Minutes and Messages Allowance</b>	<b>Minimum Period of Service</b>
Smartphone & Smartbiz 150 without subsidised Phone (SIM only)	12 Months
Smartphone & Smartbiz 175 without subsidised Phone (SIM only)	12 Months
Smartphone & Smartbiz 300 without subsidised Phone (SIM only)	12 Months
Smartphone & Smartbiz 600 without subsidised Phone (SIM only)	12 Months
Smartphone & Smartbiz 1200 without subsidised Phone (SIM only)	12 Months
Smartphone & Smartbiz Unlimited without subsidised Phone (SIM only)	12 Months

<b>Smartphone &amp; Smartbiz Monthly Tariffs without Subsidised Phone with Inclusive Minutes and Messages Allowance</b>	<b>Minimum Period of Service</b>
Smartphone & Smartbiz 150 without subsidised Phone (30 Day SIM only)	1 Month
Smartphone & Smartbiz 175 without subsidised Phone (30 Day SIM only)	1 Month
Smartphone & Smartbiz 300 without subsidised Phone (30 Day SIM only)	1 Month
Smartphone & Smartbiz 600 without subsidised Phone (30 Day SIM only)	1 Month
Smartphone & Smartbiz 1200 without subsidised Phone (30 Day SIM only)	1 Month
Smartphone & Smartbiz 2000 without subsidised Phone (30 Day SIM only)	1 Month

<b>Essential Monthly Tariffs including Subsidised Phone with Inclusive Minutes and Messages Allowance</b>	<b>Minimum Period of Service</b>
Essential 175 with subsidised Phone	12, 18 & 24 Months
Essential 300 with subsidised Phone	12, 18 & 24 Months

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Registered in the Isle of Man no 5629V



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Essential 600 with subsidised Phone	12, 18 & 24 Months
Essential 1200 with subsidised Phone	12, 18 & 24 Months

Essential Monthly Tariffs without Subsidised Phone with Inclusive Minutes and Messages Allowance	Minimum Period of Service
Essential 175 without subsidised Phone (SIM only)	12 Months
Essential 300 without subsidised Phone (SIM only)	12 Months
Essential 600 without subsidised Phone (SIM only)	12 Months
Essential 1200 without subsidised Phone (SIM only)	12 Months

Essential Monthly Tariffs without Subsidised Phone with Inclusive Minutes and Messages Allowance	Minimum Period of Service
Essential 175 without subsidised Phone (30 Day SIM only)	1 Month
Essential 300 without subsidised Phone (30 Day SIM only)	1 Month
Essential 600 without subsidised Phone (30 Day SIM only)	1 Month
Essential 1200 without subsidised Phone (30 Day SIM only)	1 Month

### Roaming Bolt-Ons (Withdrawn from new supply and removed from mobile plans, August 2017)

Description	Minimum Period of Service
Roaming Talk'n'Text Zone 1	1 Month
Roaming Free To Receive Calls Zones 2&3	1 Month
Roaming Talk'n'Text Zones 2&3	1 Month
Roaming Data Zones 2&3	1 Month

### SmartData Only Tariffs

Description	Minimum Period of Service
SmartData 500MB	12 & 24 Months
SmartData 2GB	12 & 24 Months
SmartData 10GB	12 & 24 Months
SmartData 20GB	12 & 24 Months
SmartData 50GB	12 & 24 Months

## 2. Inclusive Minutes

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

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

- 2.1 Inclusive 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.



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- 2.2 Inclusive 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.
- 2.3 Unused inclusive minutes will not be rolled over to the next month.
- 2.4 Calls made outside of the inclusive minutes allowance will be charged for as per the Manx Telecom Pay Monthly rates to the destination called.
- 2.5 Where the term 'Unlimited' is used in reference to an inclusive minutes allowance a fair usage policy applies of up to 10000 minutes in each monthly billing period.
- 2.6 All calls are charged in 60 seconds increments.

### 3. Inclusive Messaging (SMS Text Messages)

- 3.1 Applies to SMS text messages sent from the Manx Telecom network.
- 3.2 A single SMS text message sent will decrement the messaging allowance by one message if the account still has allowance left on it.
- 3.3 Inclusive SMS text messages will not apply if sent whilst roaming.
- 3.4 Unused inclusive SMS text messages will not be rolled over to the next month.
- 3.5 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.
- 3.6 Where the term 'Unlimited' is used in reference to an inclusive messages allowance a fair usage policy applies of up to 10000 SMS text messages in each monthly billing period.
- 3.7 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 Data

- 4.1 Inclusive Data is provided only with Smartphone, Smartbiz and SmartData Tariffs 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 data will not apply if used whilst roaming.
- 4.3 Unused data allowance does not roll over to the next month
- 4.4 Data used outside of the inclusive 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 Choice and Low User Choice 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 in zones 2 to 6 inclusive normal incoming roaming charges will apply.

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. Exclusions**

6.1 On-net bolt-ons. The following on-net tariff enhancement bolt-ons are not available on any Smartphone, Smartbiz, SmartData and Essential Mobile Tariff Plan:

- Unlimited Minutes Bolt-on
- Unlimited Texts Bolt-on
- Mobile Data Medium Bolt-on
- Mobile Data Large Bolt-on
- Mobile Data X-Large Bolt-on
- Mobile Data XX-Large Bolt-on

6.2 BlackBerry. BlackBerry service options are not available on any Smartphone, Smartbiz, SmartData or Essential Mobile Tariff Plan. This includes any BlackBerry device or any other mobile device with BlackBerry software installed that allows access to BlackBerry internet browsing and BlackBerry email, BlackBerry Enterprise Service, BlackBerry Internet Service are also excluded. The following BlackBerry tariff enhancements are not available on Smartphone, Smartbiz, SmartData or Essential Mobile Tariff Plans:

- Isle of Man data bolt-on
- Isle of Man, UK, Channel Islands and Ireland data bolt-on
- Worldwide data bolt-on

6.3 Any BlackBerry device that by default is automatically enabled allowing access to BlackBerry services such as email, internet browsing or BlackBerry applications cannot be provided on Smartphone, Smartbiz, SmartData or Essential Mobile Tariff Plans.