



SERVICES DESCRIPTION – PAY MONTHLY MOBILE SERVICE TARIFF PLAN A

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 1st August 2012.

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

Monthly Tariffs with Subsidised Phone and Inclusive Flexible Minutes / Messages Allowance	Minimum Period of Service
Flex 300 with subsidised Phone	12, 18 & 24 Months
Flex 450 with subsidised Phone	12, 18 & 24 Months
Flex 600 with subsidised Phone	12, 18 & 24 Months
Flex 1200 with subsidised Phone	12, 18 & 24 Months

Monthly Tariffs without Subsidised Phone and Inclusive Flexible Minutes / Messages Allowance	Minimum Period of Service
FlexTra 350 without subsidised Phone (SIM only)	12 Months
FlexTra 550 without subsidised Phone (SIM only)	12 Months
FlexTra 750 without subsidised Phone (SIM only)	12 Months
FlexTra 1400 without subsidised Phone (SIM only)	12 Months

Monthly Tariffs without Subsidised Phone and Inclusive Flexible Minutes / Messages Allowance	Minimum Period of Service
Flex 300 without subsidised Phone (SIM only)	1 Month
Flex 450 without subsidised Phone (SIM only)	1 Month
Flex 600 without subsidised Phone (SIM only)	1 Month
Flex 1200 without subsidised Phone (SIM only)	1 Month

Voice Services Bolt-Ons

Services	Minimum Period of Service
Unlimited on-net Minutes Bolt-On	1 Month, 12, 18 & 24 Months
Unlimited on-net Texts Bolt-On	1 Month, 12, 18 & 24 Months

Unlimited Minutes and Unlimited Texts bolt-ons are not available on the following tariff plans: Flex 300 subsidised handset, Flex 300 SIM only or FlexTra 350 SIM only



Data Bolt-Ons

Description	Minimum Period of Service
Mobile Medium Data Bolt-On 500MB	1 Month, 12, 18 & 24 Months
Mobile Large Data Bolt-On 2GB	1 Month, 12, 18 & 24 Months
Mobile X-Large Data Bolt-On 10GB	1 Month, 12, 18 & 24 Months
Mobile XX-Large Data Bolt-On 50GB	1 Month, 12, 18 & 24 Months

Data Only Tariffs

Description	Minimum Period of Service
Mobile Medium Data Only 500MB	12, 18 & 24 Months
Mobile Large Data Only 2GB	12, 18 & 24 Months
Mobile X-Large Data Only 10GB	12, 18 & 24 Months
Mobile XX-Large Data Only 50GB	12, 18 & 24 Months

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

2. BlackBerry Services

2.1 MT provides several BlackBerry Service options. These Services and their Minimum Period of Service are shown in the table below. Customers opting for the BlackBerry Service must opt for one of the Flex / FlexTra tariffs shown in the table at 1 or be contracted to a BlackBerry Data Services tariff.

Manx Telecom BlackBerry Service Roaming Option	Data Allowance	Minimum Period of Service
Isle of Man only	2 GibaBytes	12, 18 & 24 Months
Isle of Man, UK, Channel Islands, Ireland	5 MegaBytes	12, 18 & 24 Months
Around the World	5 MegaBytes	12, 18 & 24 Months

3. 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



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- 3.1 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.
- 3.2 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.
- 3.3 Calls made outside of the inclusive call allowance will be charged for as per the Manx Telecom Pay Monthly rates to the destination called. All calls are charged in 60 seconds increments.

4. Inclusive Messaging (SMS Text Messages)

- 4.1 Applies to SMS text messages sent from the Manx Telecom network.
- 4.2 A single SMS text message sent will decrement the messaging allowance by one message if the account still has allowance left on it.
- 4.3 Inclusive SMS text messages will not apply if sent whilst roaming.
- 4.4 SMS text messages sent outside of the inclusive call allowance will be charged for as per the Manx Telecom Pay Monthly rates to send an SMS text.
- 4.5 Picture messages and multimedia messages are not included within the text messaging allowances and will be charged at all times. Please refer to our website for charges.

5. Unlimited Minutes

- 5.1 Apply to calls made on the Manx Telecom network using an Unlimited Minutes bolt-on tariff enhancement to Manx Telecom mobile numbers only.
- 5.2 Applies for calls made at all times except where stated in 5.3
- 5.3 Unlimited Minutes will not apply for calls made whilst roaming. Normal roaming charges will apply at all times for all roamed calls.
- 5.4 Calls made using an Unlimited Minutes bolt-on to other Manx Telecom mobiles will not be decremented from the Inclusive Flexible Minutes / Message allowance available with the monthly tariff to other qualifying call types as stated above in section 2 Inclusive Minutes.
- 5.5 Unlimited Minutes Bolt-Ons are not available on Flex 300 subsidised handset, Flex 300 SIM Only or FlexTra 350 SIM only tariff plans.

6. Unlimited Messages (SMS Text Messages)



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- 6.1 Applies to SMS text messages sent on the Manx Telecom network using an Unlimited Texts bolt-on tariff enhancement to Manx Telecom mobile numbers only.
- 6.2 Applies to SMS text messages sent at all times except where stated in 6.3
- 6.3 Unlimited Texts will not apply for messages sent whilst roaming. Normal roaming charges will apply at all times for all roamed SMS text messages.
- 6.4 SMS text messages sent using an Unlimited Texts bolt-on to other Manx Telecom mobiles will not be decremented from the Inclusive Flexible Minutes / Message allowance available with the monthly tariff.
- 6.5 Unlimited Texts Bolt-Ons are not available on Flex 300 subsidised handset, Flex 300 SIM Only or FlexTra 350 SIM only tariff plans.

7. Inclusive Data

- 7.1 Applies to data used whilst on the Manx Telecom network. Data transferred will be rounded to the nearest kilobyte and charged pro rata in units of kilobytes.
- 7.2 Inclusive data will not apply if used whilst roaming.
- 7.3 Data used outside of the inclusive allowance will be charged for as per the Manx Telecom Pay Monthly rates for data usage.

8. Rollover of Unused Allowances

- 8.1 Where applicable all unused minutes, messages and data within a billing period will be rolled over to the following billing period for one month only. If the rolled over allowance is not used in that month it will be lost.
- 8.2 Where applicable minutes, SMS text messages and data rolled over will be decremented before the current month's Pay Monthly inclusive minutes, SMS text messages and data allowances.
- 8.3 Rolled Over allowance will not apply for usage whilst roaming.

9. 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.