



## SERVICES DESCRIPTION – PRE PURCHASED BUNDLED ENGINEERING HOURS

### 1. INTERPRETATION & ADDITIONAL DEFINITIONS

1.1 Unless the context otherwise requires, terms and phrases defined in the Terms and Conditions and the Services Order Form and the Fees List will have the same meaning when used in this Services Description.

1.2 In addition to Paragraph 1.1, the terms and phrases provided below will have the same meanings when used in each of the Terms and Conditions and the Services Order Form:

“**Time Related Charges (TRC)**” means the standard fees applied for Manx Telecom engineering work that applies from time to time;

### 2. PRE PURCHASED BUNDLED ENGINEERING HOURS

2.1 We will supply Pre Purchased Bundled Engineering Hours at a discount rate to standard TRC for specific pre-agreed work as detailed on the Services Order Form. Pre Purchased Engineering hours are Independent of our Customer Equipment Maintenance Service and Service Care Levels. Pre Purchased Bundled Engineering Hours are available in the following packages:

#### Bundled Hours:

Bundled Hours	Validity Period	Hours available	Saving on Standard TRC
10 hours	6 months	Monday to Friday 08.00 – 18.00 (normal) Saturday 08.00 – 18.00 (time and a half) Sunday 08.00 – 18.00 (double time)	10% Saving
25 hours	12 months	Monday to Friday 08.00 – 18.00 (normal) Saturday 08.00 – 18.00 (time and a half) Sunday 08.00 – 18.00 (double time)	10% Saving

#### Bundled Days:

Bundled Days	Validity Period	Hours available	Saving on Standard TRC
15 days at 7 hours per day or any part thereof.	12 months	Monday to Friday 08.00 – 18.00 (normal) Saturday 08.00 – 18.00 (time and half) Sunday 08.00 – 18.00 (double time)	10% Saving
25 days at 7 hours per day or any part thereof.	18 months	Monday to Friday 08.00 – 18.00 (normal) Saturday 08.00 – 18.00 (time and half) Sunday 08.00 – 18.00 (double time)	12% Saving
50 days at 7 hours per day or any part thereof.	24 months	Monday to Friday 08.00 – 18.00 (normal) Saturday 08.00 – 18.00 (time and half) Sunday 08.00 – 18.00 (double time)	15% Saving

2.2 You may purchase bundled hours by placing an order via email to [sales@manxtelecom.com](mailto:sales@manxtelecom.com) providing details of your work requirements, Manx Telecom account number to be debited and the bundled package to be purchased.



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2.3 Manx Telecom will notify you when the pre purchased bundled hours have fallen below 5 hours. You may then purchase a new bundle within 10 working days of being notified to ensure no deficit of hours are accumulated. If we do not receive a request for further pre purchased bundled hours within the 10 working day period and your hours have been used or expire, your bundle will cease.

2.4 If you exceed the pre purchased bundled hours purchased, and do not renew your bundle, you will be charged at Manx Telecom's standard TRC rates for the excess of hours used.

2.5 Bundled hours may only be used to support the specific work as agreed between you and us, as indicated at the time of order, and detailed on the Services Order Form.

2.6 To initiate the use of pre bundled hours you will place a call to the Manx Telecom Helpdesk on 624624 and state that the work is to be offset against your Pre Purchased Bundled Engineering Hours.

### 3.0 SERVICE LEVELS

3.1 Pre Purchased Bundled Engineering Hours will start decrementing when our engineer has made contact with you either by telephone or arriving on site and will end once our engineer has completed the work required. Where more than one site visit is required to complete the work, only the hours actually worked will be decremented from the Pre Purchased Bundled Engineering Hours remaining.

3.2 Manx Telecom will respond to requests for work as soon as practically possible. For fault resolution please refer to our Customer Equipment Maintenance Service and Service Care Levels.

### 4.0 CUSTOMER RESPONSIBILITIES

4.1 It is your responsibility to provide full details of the work required to our engineer. Any work requested must fall within the details contained on the original Service Order Form for Pre Purchased Bundled Engineering Hours.

4.2 You undertake to provide us with any relevant information, such as system diagrams, which will assist us in completing any required work.

4.3 Where work requires new or additional customer equipment, then this equipment will be provided by you. If you do not have the required equipment, then we will use reasonable endeavours to purchase the required equipment upon receiving a Services Order Form from you

4.4 If you require any change of configuration to your systems as part of work undertaken by us, you will provide our engineer with full details of the required configuration. If the supplied configuration does not fulfil your original requirements or the configuration does not work, then our engineer will continue to attempt to fulfil your requirements. Hours will continue to accrue and be deducted from the bundled hours until the work is completed or you request that our engineer stops. We will not be liable for any failure to fulfil your requirements within any remaining bundled hours.