



Notice of Annual Inflationary Price Changes effective 1st May 2023

In light of ongoing, mounting global and national inflationary cost pressures it has become necessary to implement annual retail price index (RPI) linked price changes, effective from the 1st of May 2023, to the product areas listed below. We have resisted this change for as long as has been possible, maintaining our current consumer price index 12-month price change for Telephone services at minus 0.9% year on year.

Issued 1st April 2023 – inflationary adjustments to charges will apply from the 1st May 2023 to:

- Fixed line services rentals, call charges and call setup charges
- Live and legacy copper Broadband (xDSL) service rentals
- Legacy mobile rentals and Smart 15GB tariff
- Paper billing charges

The adjustment we will apply excluding VAT is 12.5%, this being the annual average Retail Price Index inflationary uplift for the year 2022 at 10% and as recorded by the Isle of Man Economic Affairs Division at <https://www.gov.im/media/1378289/isle-of-man-inflation-report-january-2023.pdf> plus an additional uplift of 2.5% to partially offset a further Manx Utilities increase in electricity charges announced in April 2023 - <https://www.manxutilities.im/your-home/customer-care/tariffs-rates-and-charges/>

Table 1 – Broadband Price Changes (all rates ex. VAT)

- 12.5% increases will apply to all copper broadband rentals including enhanced Service Care Levels
- Minimum contract term remains 24 months for all existing broadband services

Table 2, 3 & 4 – Fixed Line Price Changes (all rates ex. VAT)

- Increase in the call set-up charges ex. VAT, rates to change from 20p to 22p
- Increase in monthly line rental at an ex. VAT rate of 12.5% including enhanced Service Care Levels
- Increase to call charge rates for calls to all destinations by an ex. VAT rate of 1p or 12.5% whichever is greater (see impacted tariff categories table 3)
- Increase in the call set-up charge applies to all fixed line tariffs including when applied to Talk Over Fibre and SIP/VoIP products
- Rental increases at an ex. VAT rate of 12.5% to the Intelligent Voice range of Hosted VoIP services

Table 5 – Other Price Changes (all rates ex. VAT)

- Mobile out of bundle call, data and SMS charges to all zones will increase 12.5% ex. VAT
- Smart 15GB mobile tariffs, also legacy mobile tariffs that are no longer available for new supply will increase by 12.5% ex. VAT
- Paper billing charges increase by £0.50 to £3.00 ex. VAT, please note a free e-Bill option is available

General Exclusions

- Operator, Directory Enquiry and Information Services (e.g. Speaking Clock) are not impacted
- The UK operator portion of non-geographic fixed and usage-based services are not impacted
- Low User Choice, our social inclusion tariff, is not impacted by the line rental change
- Inclusive call periods are not impacted
- Fibre Broadband service rental charges are not impacted
- Router deferred payment charges are not impacted
- Mobile rental charges for tariffs available for new supply **and not listed below** will not be impacted



Important Notice – Your Right to Cancel

You have the right to terminate the affected part of our agreement if we have made a change that materially disadvantages you. Please see our Consumer General Terms & Conditions, clause 39. If you are within your minimum term period and have a valid reason to terminate our agreement prior to the contract end date, you may do so without incurring an early termination charge for the provision of affected services. If this applies, you will be able to cancel your affected contract up to and including 31st July 2023. Charges will be backdated to 1st May 2023, the date on which the new rates applied.

If you have questions relating these changes, please contact our Customer Services team on 624 624, visit our store on Strand Street, Douglas or email customerservice@manxtelecom.com

Table 1 – Monthly Broadband Tariff Increases

Product	Current Retail Price ex VAT	Status	New Retail Price ex VAT
Business Lite Essential	£36.67	Live	£41.25
Business Lite Ultra-Fast	£38.15	Live	£42.92
Business Lite Fast	£35.95	Live	£40.44
SIP Trunks Business Lite Fast Broadband	£38.97	Live	£43.84
Business Essential	£58.67	Live	£66.00
Essential	£22.46	Live	£25.27
Ultra Fast	£29.11	Live	£32.75
Fast	£24.52	Live	£27.59
Business Lite Super-Fast	£51.99	Live	£58.49
Superfast	£36.66	Live	£41.24
ADSL2+ Broadband Business Lite - Wires Only	£38.96	Withdrawn From Sale	£43.83
ADSL2+ Broadband Business Lite - Managed	£49.96	Withdrawn From Sale	£56.21
SIP Trunks Business Lite Ultima Plus Wires-Only	£42.04	Withdrawn From Sale	£47.30
Business Lite Ultima Plus Wires-Only (12 & 24 Month Rental)	£42.04	Withdrawn From Sale	£47.30
Business Lite Ultima Plus Wires-Only (18 Month Rental – No Disc)	£45.01	Withdrawn From Sale	£50.64
SIP Trunks Business Lite Ultima Wires-Only	£39.84	Withdrawn From Sale	£44.82
Business Lite Ultima Wires-Only (12 & 24 Month Rental)	£39.84	Withdrawn From Sale	£44.82
Business Lite Ultima Wires-Only (18 & 24 Month Rental – No Disc)	£42.81	Withdrawn From Sale	£48.16
Business Lite Ultima Managed	£54.09	Withdrawn From Sale	£60.85
ADSL2+ Manx Telecom Corporate Broadband	£24.22	Withdrawn From Sale	£27.25
ADSL2+ Broadband Unlimited	£25.70	Withdrawn From Sale	£28.91
ADSL2+ Broadband Unlimited Non-Interleaving	£25.70	Withdrawn From Sale	£28.91
ADSL2+ Broadband Unlimited Bundle	£19.18	Withdrawn From Sale	£21.58
ADSL2+ Broadband Business - Wires Only	£60.96	Withdrawn From Sale	£68.58
ADSL2+ Broadband Business - Wires Only (24 Month Rental 7-Site Disc)	£44.46	Withdrawn From Sale	£50.02
ADSL2+ Broadband Business - Managed	£71.96	Withdrawn From Sale	£80.96
ADSL2+ Broadband Business - Managed with WiFi	£71.96	Withdrawn From Sale	£80.96
SIP Trunks ADSL2+ Broadband Business - Wires Only	£63.99	Withdrawn From Sale	£71.99
Business Lite Ultima Plus Managed	£56.29	Withdrawn From Sale	£63.33
ADSL2+ Broadband 150GB	£24.71	Withdrawn From Sale	£27.80
ADSL2+ Broadband 150GB Non-Interleaving	£24.71	Withdrawn From Sale	£27.80
ADSL2+ Standard Broadband Capped 150GB	£23.84	Withdrawn From Sale	£26.82
ADSL2+ Broadband 40GB	£21.96	Withdrawn From Sale	£24.71
ADSL2+ Broadband 40GB Non-Interleaving	£21.96	Withdrawn From Sale	£24.71
ADSL2+ Standard Broadband Capped 40GB	£21.09	Withdrawn From Sale	£23.73
ADSL2+ Broadband 15GB	£18.29	Withdrawn From Sale	£20.58
Temporary Unlimited Broadband ADSL2+	£22.46	Withdrawn From Sale	£25.27
ADSL2+ Broadband Unlimited	£27.46	Withdrawn From Sale	£30.89
ADSL2+ Broadband Unlimited Non-Interleaving	£27.46	Withdrawn From Sale	£30.89
ADSL2+ Standard Broadband Unlimited	£24.75	Withdrawn From Sale	£27.84
ADSL2+ Standard Broadband Capped 15GB	£18.34	Withdrawn From Sale	£20.63
Ultima Broadband 15GB	£21.96	Withdrawn From Sale	£24.71
Ultima Broadband 40GB (24 Month Rental – No Disc)	£25.62	Withdrawn From Sale	£28.82
Ultima Broadband 40GB (12 Month Rental)	£22.59	Withdrawn From Sale	£25.41
Ultima Broadband Capped 40GB	£25.66	Withdrawn From Sale	£28.87
Ultima Broadband 150GB (24 Month Rental – No Disc)	£28.37	Withdrawn From Sale	£31.92
Ultima Broadband 150GB (12 Month Rental)	£25.34	Withdrawn From Sale	£28.51
Ultima Broadband Capped 150GB	£26.59	Withdrawn From Sale	£29.91
Ultima Plus 50GB (24 Month Rental – No Disc)	£27.91	Withdrawn From Sale	£31.40
Ultima Plus 50GB (12 Month Rental)	£24.88	Withdrawn From Sale	£27.99
Ultima Plus Broadband Capped 50GB	£28.41	Withdrawn From Sale	£31.96

Ultima Plus 200GB (24 Month Rental – No Disc)	£30.66	Withdrawn From Sale	£34.49
Ultima Plus 200GB (12 Month Rental)	£28.56	Withdrawn From Sale	£32.13
Ultima Plus Broadband Capped 200GB	£31.16	Withdrawn From Sale	£35.06
Manx Telecom Corporate Ultima Plus	£30.99	Withdrawn From Sale	£34.86
Ultima Plus Unlimited (18 Month Rental – No Disc)	£33.41	Withdrawn From Sale	£37.59
Ultima Plus Unlimited (12 Month Rental)	£30.38	Withdrawn From Sale	£34.18
Ultima Plus Unlimited Non-Interleaving	£33.41	Withdrawn From Sale	£37.59
Ultima Plus Broadband Unlimited	£33.00	Withdrawn From Sale	£37.13
Manx Telecom Corporate Ultima	£29.34	Withdrawn From Sale	£33.01
Ultima Broadband (18 & 24 Month Rental No Disc)	£31.12	Withdrawn From Sale	£35.01
Ultima Broadband (12 Month Rental)	£31.12	Withdrawn From Sale	£35.01
Ultima Broadband Non-Interleaving	£31.12	Withdrawn From Sale	£35.01
Temporary Unlimited Ultima	£74.69	Withdrawn From Sale	£84.03
Ultima Broadband Unlimited	£28.41	Withdrawn From Sale	£31.96
Ultima V-Plus Broadband Unlimited	£42.16	Withdrawn From Sale	£47.43
Business Lite Ultima V-Plus Broadband Wires Only	£54.79	Withdrawn From Sale	£64.68

Table 2 – Fixed Call Tariff and Rental Increases

Monthly Rental Tariff Changes ex VAT	Current Rental	New Rental	New Call Charges in pence					
			Calls to IOM, ROI, UK & CI Fixed			Calls to IOM, ROI, UK & CI Mobile		
			Day	Evening	Weekend	Day	Evening	Weekend
Anytime	£27.18	£30.57	FREE	FREE	FREE	20 capped	20 capped	20 capped
Evenings & Weekends	£22.23	£25.01	7	FREE	FREE	16	20 capped	20 capped
Weekends	£19.24	£21.65	7	7	FREE	16	16	20 capped
Basic	£17.29	£19.45	7	7	7	16	16	16
Low User Choice	£4.48	£4.48	10	7	7	23	16	16
Non Recurring Tariff Changes	Current Charge	New Charge						
Fixed Call Setup Charge	£0.20	£0.22						

Talk Over Fibre Tariff Changes	Current Monthly Rental	New Monthly Rental
Talk Over Fibre – Anytime	£9.01	£10.14
Talk Over Fibre – Evenings & Weekends	£6.30	£7.09
Talk Over Fibre – Weekends	£4.49	£5.05
Talk Over Fibre – Basic (Incl. Talk Only)	£2.69	£3.03

Table 3 – Fixed Call Tariff Increase by Call Type

Call Type	Price change applied to out of bundle rate
Calls to MT fixed lines	1p or 12.5% whichever is greater
Calls to MT mobile	1p or 12.5% whichever is greater
Calls to other IOM fixed	1p or 12.5% whichever is greater
Calls to other IOM mobile	1p or 12.5% whichever is greater
Calls to UK fixed lines	1p or 12.5% whichever is greater
Calls to UK mobile	1p or 12.5% whichever is greater
Directory Enquiry Local	No Change
International fixed	1p or 12.5% whichever is greater
International mobile line	1p or 12.5% whichever is greater
Non-geographic calls	1p or 12.5% whichever is greater

Table 4 – Enhanced Service Care Level Monthly Charge Increases - Fixed and Broadband

Fixed Service Care Levels	Current Retail Price ex VAT	New Retail Price ex VAT	Broadband Service Care Levels	Current Retail Price ex VAT	New Retail Price ex VAT
Service Care Level 1	£19.47	£21.90	Service Care Level 2	£2.75	£3.09
Service Care Level 2	£3.25	£3.66			
Service Care Level 3	£1.08	£1.22			

Table 5 – Other Monthly Tariff Increases

Product	Current Retail Price ex VAT	Status	New Retail Price ex VAT
Smart 15GB Mobile Tariff Plan with Handset	£20.00	Live	£22.50
SmartSIM 15GB Mobile Tariff Plan without Handset	£20.00	Live	£22.50
Flex 80 - 12 Month Term	£19.00	Withdrawn From Sale	£21.38
Flex 250 - 12 Month Term	£30.00	Withdrawn From Sale	£33.75
Flex 150 - 18 Month Term	£19.00	Withdrawn From Sale	£21.38
Flex 225 - 24 Month Term	£19.00	Withdrawn From Sale	£21.38
Simple 300	£19.00	Withdrawn From Sale	£21.38
Simple 150	£13.00	Withdrawn From Sale	£14.63
2G - Simple 300 Unlimited Minutes - Without CLlA	£24.00	Withdrawn From Sale	£27.00
2G - Simple 175	£13.00	Withdrawn From Sale	£14.63
2G - Simple 400	£19.00	Withdrawn From Sale	£21.38

2G - Flex 300 12, 18 & 24 Month Terms	£19.00	Withdrawn From Sale	£21.38
2G - Flex 300 (15+) 12 Months	£15.00	Withdrawn From Sale	£16.88
2G - Flex 300 Mobile Tariff Plan	£18.00	Withdrawn From Sale	£20.25
2G - FlexTra 350 Mobile Tariff Plan SIM Only	£16.00	Withdrawn From Sale	£18.00
2G - Mobile Medium Data Only Tariff Plan 500MB SIM Only	£8.00	Withdrawn From Sale	£9.00
2G - Mobile X-Large Data Only Tariff Plan 10GB SIM Only	£25.00	Withdrawn From Sale	£28.13
3G Mobile Medium Data Only	£7.00	Withdrawn From Sale	£7.88
3G Mobile Large Data Only	£13.00	Withdrawn From Sale	£14.63
3G Mobile X Large Data Only	£24.00	Withdrawn From Sale	£27.00
3G Simple Mobile Medium Data Only	£7.00	Withdrawn From Sale	£7.88
3G Simple Mobile Large Data Only	£13.00	Withdrawn From Sale	£14.63
3G Simple Mobile X Large Data Only	£24.00	Withdrawn From Sale	£27.00
3G Flex 80 - 12 Month Term	£19.00	Withdrawn From Sale	£21.38
3G iPhone Flex 375 18 Months	£38.33	Withdrawn From Sale	£43.12
3G - Simple 175	£13.00	Withdrawn From Sale	£14.63
3G - Simple 400	£19.00	Withdrawn From Sale	£21.38
3G - Flex 300 12, 18 & 24 Month Terms	£19.00	Withdrawn From Sale	£21.38
3G - Flex 600 24 Month Term	£30.00	Withdrawn From Sale	£33.75
3G - Simple 175 (15+)	£11.00	Withdrawn From Sale	£12.38
3G - Flex 300 Mobile Tariff Plan	£18.00	Withdrawn From Sale	£20.25
3G - Flex 450 Mobile Tariff Plan	£24.00	Withdrawn From Sale	£27.00
3G - Flex 600 Mobile Tariff Plan	£29.00	Withdrawn From Sale	£32.63
3G - Flex 300 Mobile Tariff Plan SIM Only	£18.00	Withdrawn From Sale	£20.25
3G - Mobile Medium Data Only Tariff Plan 500MB	£8.00	Withdrawn From Sale	£9.00
3G - Mobile Large Data Only Tariff Plan 2GB	£14.00	Withdrawn From Sale	£15.75
3G - Mobile Medium Data Only Tariff Plan 500MB SIM Only	£8.00	Withdrawn From Sale	£9.00
3G - Mobile Large Data Only Tariff Plan 2GB SIM Only	£14.00	Withdrawn From Sale	£15.75
3G - Mobile X-Large Data Only Tariff Plan 10GB SIM Only	£25.00	Withdrawn From Sale	£28.13
2G Mobile Medium Data Only	£7.00	Withdrawn From Sale	£7.88
2G - Mobile Medium Data Only (15+)	£6.00	Withdrawn From Sale	£6.75
Smartphone 150 Mobile Tariff Plan	£20.00	Withdrawn From Sale	£22.50
Smartphone 150 Mobile Tariff Plan SIM Only	£16.00	Withdrawn From Sale	£18.00
Smartphone 150 Mobile Tariff Plan 30 Day SIM Only	£16.00	Withdrawn From Sale	£18.00
Smartphone 175 Mobile Tariff Plan	£25.00	Withdrawn From Sale	£28.13
Smartphone 175 Mobile Tariff Plan SIM Only	£20.00	Withdrawn From Sale	£22.50
Smartphone 175 Mobile Tariff Plan 30 Day SIM Only	£20.00	Withdrawn From Sale	£22.50
Smartphone 300 Mobile Tariff Plan	£34.17	Withdrawn From Sale	£38.44
Smartphone 300 Mobile Tariff Plan SIM Only	£28.00	Withdrawn From Sale	£31.50
Smartphone 300 Mobile Tariff Plan 30 Day SIM Only	£28.00	Withdrawn From Sale	£31.50
Smartphone 600 Mobile Tariff Plan	£42.50	Withdrawn From Sale	£47.81
Smartphone 600 Mobile Tariff Plan SIM Only	£35.00	Withdrawn From Sale	£39.38
Smartphone 600 Mobile Tariff Plan 30 Day SIM Only	£35.00	Withdrawn From Sale	£39.38
Smartphone 1200 Mobile Tariff Plan	£50.83	Withdrawn From Sale	£57.18
Smartphone Unlimited Mobile Tariff Plan SIM Only	£48.33	Withdrawn From Sale	£54.37
Smartphone 500MB Mobile Tariff Plan	£20.00	Withdrawn From Sale	£22.50
Smartphone 2GB Mobile Tariff Plan	£25.00	Withdrawn From Sale	£28.13
Smartphone 10GB Mobile Tariff Plan	£34.17	Withdrawn From Sale	£38.44
Smartphone 15GB Mobile Tariff Plan	£42.50	Withdrawn From Sale	£47.81
Smartphone 50GB Mobile Tariff Plan	£50.83	Withdrawn From Sale	£57.18
Smartphone 100GB Mobile Tariff Plan	£59.17	Withdrawn From Sale	£66.57
Smartphone Islander 500MB Mobile Tariff Plan	£16.67	Withdrawn From Sale	£18.75
Smartphone Islander 2GB Mobile Tariff Plan	£20.83	Withdrawn From Sale	£23.43
SmartRoam 15GB Mobile Tariff Plan	£29.17	Withdrawn From Sale	£32.82
SmartRoam 25GB Mobile Tariff Plan	£37.50	Withdrawn From Sale	£42.19
SmartRoam 50GB Mobile Tariff Plan	£45.83	Withdrawn From Sale	£51.56
SmartRoam Unlimited Mobile Tariff Plan	£54.17	Withdrawn From Sale	£60.94
SmartRoam SIM 15GB Mobile Tariff Plan (12 Month Rental)	£23.33	Withdrawn From Sale	£26.25
SmartRoam SIM 15GB Mobile Tariff Plan (24 Month Rental)	£15.00	Withdrawn From Sale	£16.88
SmartRoam SIM 25GB Mobile Tariff Plan (12 Month Rental)	£30.00	Withdrawn From Sale	£33.75
SmartRoam SIM 25GB Mobile Tariff Plan (24 Month Rental)	£21.66	Withdrawn From Sale	£24.37
SmartRoam SIM 50GB Mobile Tariff Plan (12 Month Rental)	£36.67	Withdrawn From Sale	£41.25
SmartRoam SIM 50GB Mobile Tariff Plan (24 Month Rental)	£28.33	Withdrawn From Sale	£31.87
SmartRoam SIM Unlimited Mobile Tariff Plan (12 Month Rental)	£43.33	Withdrawn From Sale	£48.75
SmartRoam SIM Unlimited Mobile Tariff Plan (24 Month Rental)	£35.00	Withdrawn From Sale	£39.38
3G - FlexTra 350 Mobile Tariff Plan SIM Only (Monthly Rental)	£18.00	Withdrawn From Sale	£20.25
3G - FlexTra 350 Mobile Tariff Plan SIM Only (12 Month Rental)	£16.00	Withdrawn From Sale	£18.00
3G - Mobile X-Large Data Only Tariff Plan 10GB (12 Month Rental)	£25.00	Withdrawn From Sale	£28.13
3G - Mobile X-Large Data Only Tariff Plan 10GB (12 Month Rental)	£20.99	Withdrawn From Sale	£23.61