



## SERVICES DESCRIPTION – RECORDED INFORMATION SYSTEM

### 1. INTERPRETATION & ADDITIONAL DEFINITIONS

1.1 Unless the context otherwise requires, terms and phrases defined in the General Terms & Conditions and the Services Order Form 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 General Terms & Conditions and the Services Order Form:

### 2. RECORDED INFORMATION SYSTEM

2.1 The terms of delivery of the Recorded Information System to the Customer by MT will be specified on the relevant Services Order Form.

2.2 MT offers the Recorded Information System Service as follows:

The customer will be issued with two telephone numbers along with one security pin number. The customer can create/modify and delete any message, as many times as they require, using the relevant telephone number and secure pin. The customer then issues the second number for staff or customers to listen to the message.

The called line can accept 15 concurrent calls.

There is a minimum contract term of 12 months.

Faults can be reported 24x7x365 to either 624624 or via email to [servicecentre@manxtelecom.com](mailto:servicecentre@manxtelecom.com).

### 3. CHARGES

3.1 MT's charges for providing this Service will be applied as a monthly rental (Recurring Fee) that is payable in advance from the date that the Services are provided.

3.2 Please refer to your Services Order Form for more details on our Fees.

3.3 MT may change the Fees from time to time in accordance with Clause 8.7 of MT's General Terms and Conditions. Any new Fees will be applied, to the Services as stated on the Customer's Services Order Form, from the effective date of change.

### 4. PROVISIONING AND SERVICE LEVEL GUARANTEE

4.1 Once the order is placed Standard provisioning of 10 working days will apply to this product. However, a Fast Track option of 5 working days is available for an additional one off fee.

4.2 This product comes with our Service Care Level (SCL) 4 as standard, should you wish to upgrade to SCL3 or SCL2 you can do so at an additional monthly fee.

4.3 For further details of Manx Telecom Provisioning, Service Care Levels & Service Level Guarantee please refer to our website <http://www.manxtelecom.com/terms-and-conditions.aspx>