

Manx Telecom Code of Practice

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Code of Practice - An Introduction

This Code of Practice is a guide which we hope you will find useful when you need information or if you need assistance with your Manx Telecom retail services. It sets out the standards of service we aim to achieve and the methods of dealing fairly with any issues you may raise.

The Code is published by Manx Telecom Trading Ltd after discussions with both the Isle of Man Communications Commission and the Isle of Man Office of Fair Trading. Its issue is a condition of our operating licence which came into effect on 1 January 2004. The Code does not take away any of your legal rights and does not form part of any contract.

The products and services we describe may not always be available, and we may amend them and the prices we charge from time to time.

Although this Code relates essentially to the Isle of Man services provided by Manx Telecom, its principles are accepted for the UK, international and maritime services provided.

Generally, in this Code Manx Telecom Trading Ltd is referred to as "Manx Telecom," "We" or "Us" and our customers as "You."

Manx Telecom - An Introduction

Manx Telecom is owned by Basalt Infrastructure Partners II LP (Basalt), a long-term infrastructure investment firm with a strong track record of investing in strategic infrastructure assets. The acquisition took place in May 2019. For more info about Basalt, please click here to visit <https://www.manxtelecom.com/about/the-company>.

Manx Telecom, is licensed by the Isle of Man Communications Commission to run communication systems throughout the Isle of Man and has certain obligations to provide public services.

Everyone in the Island may make use of our services, for example, by renting a connection to our network.

Manx Telecom competes with other companies for all of its products and services.

Contracts

Manx Telecom provides its products and services subject to stated terms and conditions. On occasions, some products and services require a contract to be entered into. Regardless of whether a contract is required you will be subject to our General Terms and Conditions and the appropriate Equipment / Services Order and Service Description related to the product or service you have taken from us (see Terms and Conditions of Service).

In the supply of products and services, Manx Telecom is subject to the same legislation on marketing and sales practices as its competitors and your rights are protected by the appropriate consumer legislation.

Terms and Conditions of Service

This code of practice is intended as a brief and accessible summary of the terms under which we provide products and services to our customers.



Our General Terms and Conditions and any Service Level Agreement (SLA) set out in any relevant order and Service Description are the full terms under which we provide specific products and services to our customers. If any discrepancy exists between this code of practice, or our General Terms and Conditions of service and / or any associated Order and Service Description, then the order of precedence will be the Service Order, followed by the relevant Service Description, followed by our General Terms and Conditions.

Copies of our Service Descriptions and our Terms and Conditions can be viewed on the Manx Telecom website www.manxtelecom.com/terms-conditions

Confidentiality

Any information that you give us to provide you with services will be confidential and subject to the laws of the Isle of Man on the protection of personal data. We will safeguard the privacy and confidentiality of all data stored and/or transmitted over our network, subject to the laws of the Isle of Man. For quality control, security and training purposes, calls to and from Manx Telecom may be monitored and / or recorded. All telephone calls to the Emergency Services are recorded.

Our privacy policy can be viewed on the Manx Telecom website <https://www.manxtelecom.com/terms-conditions/privacy-policy>

Manx Telecom Fixed Line Network

Manx Telecom is responsible for providing and maintaining the necessary switching equipment and cabling up to the Network Termination Equipment (NTE). This will normally be placed up to 3 metres inside your premises. Where there is more than one line, other types of NTE may be used.

The minimum term for our telephone service is normally one year, unless we state otherwise.

Equivalent telephone service can also be provided over a Fibre to the Premises connection, where available. These Talk over Fibre services have a minimum term of 24 months.

Provision of Fixed Line Telephone Service

Please contact us on (01624) 624624.

If you are a new customer you will be asked to sign an application for a telephone account.

Manx Telecom offers a number of different fixed line tariff plans delivered over copper or fibre solutions. The tariff plans are available to all customers subject to terms and conditions and have been tailored according to the amount and type of call usage, and other inclusive elements.

If you are not sure about the suitability of a particular tariff plan, you can get advice by calling us on (01624) 624624.

You will be advised of the maximum charge you will pay for connection. The actual charge depends on whether an exchange line already exists at your property, fibre is able to be provisioned to your property and any other work that has to be completed to provide service.

Fixed Number Range

You can identify an Isle of Man fixed telephone number if the six digits start with 6XXXXX, 7XXXXX or 8XXXXX and prefixed with 01624 if you are calling from off Island to the Isle of Man.



Number Portability

Fixed Number Portability (FNP) allows you to keep your fixed phone number if you decide to change from one service provider to another one within the Isle of Man.

Incoming Calls

Charges for calls made to the Manx Telecom Fixed network are generally the responsibility of the calling party. However, use of certain services may incur charges for the called customer, for example when calls are diverted to another number.

Credit Checks

Call charges are often paid some time after the calls were made. This can involve considerable credit. It is reasonable to protect those customers who pay promptly by checking that new customers are likely to pay on time.

'New customers' include those who may have had telephone service before but the account was not in their name.

Payment in Advance / Deposits

You may be asked to pay some charges in advance before service is connected.

Payments in advance will normally be refunded on your first bill. This bill will include any connection charges.

Alternatively, you may be asked to pay a deposit which will be held for a period of time until you have a satisfactory payment record.

How long will it take to install?

We aim to provide telephone service within 13 working days of your original request (as long as lines to serve your premises are available). We may offer you a fast track installation option for an additional charge. If we need to arrange a survey before carrying out the work or provide any extra cabling (or both), it will take us longer to do the work. If this happens, we will of course tell you how long it is likely to take. Your installation can either be arranged for the morning or afternoon (Monday to Friday).

Your telephone line

When we install a phone service, we will fit a special socket (known as a line box or Network Termination Equipment). You can recognise this by the horizontal line across the middle and only we can install it. Our network ends at the line box. You can buy phones and other equipment from us, or you may want to supply your own.

For Talk Over Fibre services, the telephone will connect to the provided router which is connected to the Fibre Optical Network Terminal.

Extra sockets

We can install extra sockets if necessary, but we will charge you for this work. You may add your own approved extension wiring and sockets by making connections inside the line box. If you have an old-style socket instead of a line box, you must not try to do this. Please contact us if you would like this socket updated to a new-style line box; we will charge for this work.

Any wiring or sockets beyond our line box do not form part of our network and so are not covered under our fault repair service. This means that if you have a fault with this part of your phone system and you ask us to repair it we will charge you for the engineering visit and any materials that may be used to repair the fault.

Extra sockets are not applicable for properties where no copper line is connected.

Moving home



If you are moving home, please contact us at least fourteen days before you move, so we can make all the necessary arrangements in respect of your telephone service. This will ensure that we do not charge you for calls made from your old address once you have moved. We can send a final bill to your new address.

Moving Provider

If you wish to move your Isle of Man fixed line service to Manx Telecom please contact us on (01624) 624624 or email sales@manxtelecom.com or call into our Douglas store.

Prices

Details of Manx Telecom's charges for products and services are available from: Manx Telecom Trading Ltd, Isle of Man Business Park, Cooil Road, Braddan, Isle of Man, IM99 1HX. For the more popular services brochures are available, or visit our website www.manxtelecom.com

Please contact (01624) 624624 for any specific pricing queries.

Manx Telecom Broadband Network

Broadband is a high-speed connection to the Internet over your fixed line, that is 'always on' enabling you to make and receive phone calls at the same time. We offer a range of broadband products for homes and businesses.

Broadband is available to any property where a fixed telephone line already exists. Certain Broadband services may be limited by your line length from our exchange or other serving equipment. The connection speed you will receive will be determined by the length of the telephone line connecting your premises to the exchange or remote equipment and on other factors such as, but not limited to, contention ratios, Internet traffic generally, your internal wiring and the specification of the equipment you use to connect to the Internet.

We will process your order and connect your service in accordance with our delivery times applicable at the time of order. We may offer you a fast track installation option for an additional charge.

If there is a problem meeting these times we will contact you regarding your order. Broadband services are subject to minimum terms of service; our order forms set out what these are.

Moving Provider

If you wish to move your Isle of Man broadband service to Manx Telecom please contact us on (01624) 624624 or email sales@manxtelecom.com or call into our Douglas store.

Fibre to the Premises (FTTP) Broadband

We are able to provide FTTP Broadband service to a number of locations around the Island. FTTP is the latest advancement in broadband technology and provides faster data transfer compared to traditional telephone lines using ADSL2+ and VDSL services.

We will process your order and connect your service in accordance with our delivery times applicable at the time of order. We may offer you a fast track installation option for an additional charge.



If there is a problem meeting these times we will contact you regarding your order. FTTP services are subject to minimum terms of service; our order forms set out what these are.

Moving Provider

If you wish to move your Isle of Man broadband service to Manx Telecom please contact us on (01624) 624624 or email sales@manxtelecom.com or call into our Douglas store.

Manx Telecom Mobile Network

Manx Telecom operates mobile services based on the world standards of “Global System for Mobile Communications” (GSM) EDGE, third generation mobile (3G), along with High Speed Packet Access (HSPA) and 4G mobile. The service offers secure, high quality calls / messages and data sessions along with access to a range of network services.

Details on all aspects of Manx Telecom’s mobile services can be found on our website – www.manxtelecom.com

Coverage

As mobile phones and mobile devices such as tablets use radio waves, call or data session quality may be affected by the weather, terrain and physical obstructions such as tall buildings. With an undulating area such as the Island, transmission is likely to be influenced when in valleys, bays and lowland sheltered areas, or when going indoors.

Roaming

This is the ability to make and receive calls / messages and set-up data sessions whilst travelling in countries outside the Isle of Man (including the UK). Service will be available in a country if an agreement has been made by us with the appropriate mobile operator. Please see our website for more information about roaming partners, roaming services and advice on roaming charges.

Mobile Services

Manx Telecom offers a range of products to help you get the best out of the mobile network. We provide mobile service on:

- a) pay monthly basis where you receive a monthly bill charging you rental in advance and call, data and messaging charges in arrears.
- b) pay as you go where you credit your pay as you go account and this is debited when you make a call or instigate any other chargeable event. You do not receive a bill and there is no rental for this service.

If you wish to find out more about these services, including connection to the network, roaming and data services please call us on (01624) 624624.

Number Portability

Mobile Number Portability (MNP) allows you to keep your mobile phone number if you decide to change from one mobile service provider to another one within the Isle of Man.

MNP is available to both pay monthly and pay as you go mobile customers of all network service providers in the Isle of Man, if your number has not been barred or suspended. There is no charge to port your number.

For more information regarding MNP please refer to our website, www.manxtelecom.com

Mobile Contracts

Please see ‘Contracts’ section.

Mobile Prices

Details of Manx Telecom’s charges for products and services are available from: Manx Telecom Trading Ltd, Isle of Man Business Park, Cooil Road, Braddan, Isle of Man, IM99



1HX. For the more popular services brochures are available, or visit our website www.manxtelecom.com

Please contact us on (01624) 624624 for any specific pricing queries.

Mobile Billing

Please see 'Billing Services' section.

Mobile Number Range

You can identify an Isle of Man Mobile telephone number if the six digits start with 5XXXXX, 4XXXXX, 3XXXXX or 2XXXXX and prefixed with 07624 if you are calling from off Island to the Isle of Man.

Service Difficulties

Please note, not all mobile services are available everywhere on the Island, just as they are not available in all other countries. Not all mobile phones will be capable of receiving some services. We may not provide the service to equipment that is not able to receive the service or is not approved by us.

Mobile service on the Island is not fault-free; a range of different geographic, atmospheric or other conditions or circumstances beyond our control can impair it. Data reception and speeds may not be as good indoors or in a car. Radio-based mobile technologies can also be affected by local factors including Manx stone walls and modern buildings, e.g. steel framed construction, foil backed plasterboard, insulation and reflective metal coated glass in double glazing panels. Coverage issues can arise due to the topography of the terrain, e.g. steep gradient hills or valleys, dense tree foliage or the remoteness of your location. It might also depend on how many people near you are trying to use the Service at the same time. For more information about the things that affect coverage and data speeds, please look at the dedicated support pages of our website at www.manxtelecom.com.

If you continue to experience problems you can report the issue by calling our Helpdesk on (01624) 624624 or by visiting our website www.manxtelecom.com and using our online contact form which can be found by clicking on 'Contact us.'

Incoming Calls

Charges for calls made to the Manx Telecom Mobile network are generally the responsibility of the calling party. However, use of certain services may incur charges for the called mobile customer, for example when calls are diverted to another number. In addition, a Manx Telecom mobile customer when roaming in certain countries will pay for the roamed portion of incoming calls.

Security

As a customer of Manx Telecom's mobile service, you will receive a SIM card (Subscriber Identity Mobile card). When this electronic smart card is inserted in any mobile phone that is not SIM locked, i.e. tied to another network, it identifies you on the Manx Telecom Mobile network as a customer. Without it the phone will not work.

Please remember to keep your mobile phone / SIM card in a secure place. If lost or stolen please report it to the Police and ring us on (01624) 624624 as soon as possible. We will assist the Police with their enquiries.

Billing Services

Fixed Service Customer Accounts

We process the charges for calls made on your phone line. Bills for fixed line telephone service are generally issued on a monthly basis except where the particular tariff dictates otherwise. The main elements of the bill are: -

- The cost of calls made from your phone
- Charges for calls via an Operator
- Advance rental for your phone line and any ancillary services or equipment you may rent from us. This may be charged on a pro-rata basis if you commence or cease service part way through a billing period
- One-off charges i.e. fee for connection or installation
- Discounts applicable to the tariff
- VAT at the appropriate rate

Please see the back of your bill or its electronic equivalent for up-to-date information on the different ways to pay.

Mobile Customer Accounts

Manx Telecom Pay Monthly Mobile customers' bills are issued monthly. The main elements of the bill are: -

- Direct dialled and roaming call charges
- Data charges
- Text and / or Picture Messaging charges
- Advance rental for your mobile service and any ancillary services you may rent from us. This may be charged on a pro-rata basis if you commence or cease service part way through a billing period
- Discounts applicable to the tariff
- VAT at the appropriate rate where applicable

Itemisation

Itemisation can be obtained free of charge by registering online at mymt.manxtelecom.com.

If you require a paper statement of all fixed line or mobile calls, a charge will be made for this service.

Account Convergence

It is possible to converge separate fixed line accounts and / or pay monthly mobile accounts onto one phone account.

You will need to complete Account Convergence forms; these are available on our website, www.manxtelecom.com or by contacting us on (01624) 624624.

Electronic Billing (Ebill)

Our paperless ebill service is free of charge and provides full call analysis, statistics and charts. A charge will be made should you require a paper bill.

To receive an ebill you will need to register your fixed line phone account, pay monthly mobile account or converged account beforehand with our online My Account service. Login to mymt.manxtelecom.com, select 'Management & e-billing' from the options and follow the steps to change to ebill.

When subsequent bills are issued, if you have agreed to receive notifications within the mymt.manxtelecom.com you will receive an email advising that your latest bill is ready to be viewed online.

Bill Queries

If there is something on your bill which you do not understand please call us on (01624) 624624 as soon as possible.



We aim to deal with your problems quickly and fairly, however we are only at liberty to discuss the account details with the account holder of the service. In order to assist us, please be prepared to quote the number of the line or mobile concerned, or your account number. If your query requires detailed investigation we aim to provide a full response within 10 working days.

If appropriate we will check the call charges used to calculate the bill. This may involve comparing past and current use. Please bear in mind that your overall call charges can be significantly increased, for example, by a 'one-off' lengthy international or premium rate call (perhaps made by a visitor) or other changes in circumstances.

If necessary we will check our record of faults and the systems which handle your calls and billing.

If you have a complaint regarding your bill which the Billing Operations department cannot resolve, please refer to the complaints section at the end of this Code of Practice.

Difficulties in paying a bill

If you have any difficulty in paying (for example, if you will be away from your home / business) please contact us on (01624) 624624 to make alternative arrangements. One option is to pay by direct debit, a simple and convenient way to settle monthly billing. Please ask for a bank mandate form. Your service / contract may be disconnected or suspended if your bill goes unpaid. Please see our disconnection policy.

In cases of genuine financial difficulty, we may be able to help by extending the time for payment or by agreeing to payment by instalments. This may avoid your telephone service being disconnected.

Disconnection Policy

Manx Telecom's responsibilities to its customers

Manx Telecom will provide a bill to its customers with the due date for payment indicated on it. This is the latest date a bill should be paid.

If you advise us that you are having difficulty paying your bill, we will offer you one or a combination of the following: -

- A Repayment Plan enabling the bill to be cleared over a period.
- Restricted service to help you avoid incurring more debt.
- Premium rate call barring free of charge.
- Information about monitoring call spend using Manx Telecom's mymt service.

If payment is not received by the due date, we will contact you by letter, email, text, phone call or any combination of these actions, to inform you of the final date for payment.

If payment is not received by the final date for payment or a payment arrangement agreed, service will be disconnected. A disconnection charge will be raised, and will appear on the following month's bill.

Customers who do not pay their bill following disconnection will be advised in writing that their contract will be terminated subject to prevailing terms and conditions. The outstanding amount may be passed to a debt collection agency or we may seek redress through a Small Claims Court judgment. A connection charge may be raised if the service is subsequently re-provided.

We retain the right to disconnect customers without notice if: -

- You are required to pay a deposit or pay by Direct Debit and default

- Your application for service is found to be inaccurate or false.
- Your line is already restricted and you still fail to pay your bill; cannot be contacted by us; or will not agree a payment plan.
- You have failed to pay your bill and have had your service restricted to incoming calls only in the preceding year.
- Fraud is suspected. If abnormal usage is detected, the line may be restricted to incoming calls only to avoid incurring further debt until we can contact you and establish the reasons for this abnormal usage. If appropriate we will then investigate further to establish if fraud is taking place. We reserve the right to prosecute in all cases of fraud.

Customer Responsibilities

We expect customers to: -

- Pay their bills by the date shown on the bill.
- Inform us as soon as possible if there is any reason why they cannot pay their bill or need more time to pay.
- Pay any undisputed amount of their bill whilst their query is being investigated.
- Agree with Manx Telecom to restrict the service and pay back the outstanding bill over an agreed period.
- Raise any query relating to their bill as soon as possible.

Useful Information

If you are struggling to manage debts, The Office of Fair Trading provides a free of charge Debt Counselling Service. You can contact the Debt Counselling Service by calling (01624) 686510 or email debt@gov.im see their webpage at www.gov.im/categories/tax-vat-and-your-money/manage-your-money/debt-counselling/

Faults

You are entitled to the quality of service generally given by a competent telecommunications service provider, using its reasonable skill and care. We maintain a reliable network but we may carry out upgrades, repairs and maintenance work from time to time. Sometimes technical issues or outages on our network can occur. If something goes wrong, we will fix it as quickly as we possibly can.

Faults within our fixed line network can be in either our switching systems or in the wiring / cabling of the distribution network. A switching system fault can usually be cleared relatively quickly. However, faults in the distribution network are often caused by damage to cables and can take longer to repair. Although such repairs are done as quickly as possible, a difficult case may take several days to put right, particularly during bad weather.

Where widespread breakdowns occur, we will try to ensure publicity is given via the local media. You can check our network status by visiting www.manxtelecom.com.

How to identify and report faults

Faults with your telephone service could be linked to: -

- Our fixed line network
- A fault in the network of another operator / carrier
- Faults in the wiring in your premises
- A fault in the actual phone / equipment

Simple initial check

If you have a plug-in socket and a second telephone, simply unplug the suspect phone and replace it. If the difficulty disappears a fault on your equipment is likely.



For Broadband faults we would recommend initially that you turn off your router, computer and any other internet connected devices and turn them back on again. Rebooting equipment which as always-on can resolve many intermittent issues.

Fault Reporting

For help desk enquiries and to report faults on the fixed line network please ring us on (01624) 624624.

- Our Service Centre can help by testing your line from the exchange to your premises.
- If there is a fault on our network, we will repair it free of charge.
- Our standard telephone service contract does not offer a full fault repair service after 5pm or at weekends.

Faults and help desk enquiries on our mobile and broadband services should also be reported by ringing (01624) 624624.

Timescales

Our standard service care level is that faults are cleared within 5 working days, Monday to Friday, of the engineering team being requested to attend.

Higher service care levels are available or may form part of your tariff package. Please see our website for more details on our service care levels.

Faults in our Wiring on your Premises

A visit will be required by one of our engineers. Should you wish the visit to be on a particular morning or afternoon, we will arrange this if possible.

Faults in the actual Phone / Equipment or your own wiring

If a fault appears to lie in equipment on your side of the Network Termination Equipment: -

- If purchased from us, the initial guarantee is usually for a year. After that you need to take out a separate maintenance contract. We can provide details of approved repairers.
- If rented from us, maintenance is normally carried out within the terms of the contract (please consult your contract). A charge will be raised for damage caused to rented equipment which falls outside of normal wear and tear.

If you arrange for one of our engineers to visit your premises and the fault proves to be on equipment or wiring for which we have no maintenance responsibility, our engineer will be unable to assist you further and, in addition, we will charge you a call out fee for the visit.

We are also not responsible if our side of the agreement cannot be carried out because of things beyond our control, for example, natural forces. Damage caused to equipment because of electrical storms, for example, is not covered by warranties or maintenance contracts.

Chargeable Maintenance Visits

There are several sets of circumstances in which a visit by a maintenance engineer can be expected and a charge raised. These include: -

- Engineer called out and equipment is not covered under a maintenance agreement, this includes your own telephones or wiring, Sky digital box, Broadband filters, extension leads, doublers and modems / routers
- Damage to equipment rented from us that is not caused by fair wear and tear
- Where you have agreed a time for attendance of an engineer, and upon arrival no access was available.

Faults during a call

If a call keeps failing or you suspect there is a fault with the line, please report the problem by calling us on (01624) 624624

Other Manx Telecom Services

Advanced Network Services

Manx Telecom aims to ensure that you get full potential from our network - whether fixed, mobile or broadband. Access may be provided to advanced features or facilities which may be controlled from your own phone or accessed online through My Account. The availability of these services will be dependent on your chosen tariff / service.

For example:

- Ring Back When Free
- Reminder Call
- Call Return
- Voicemail
- Itemised Billing
- Call Diversion
- Call Barring

Most advanced services are supplied free of charge with some tariff plans - either automatically, as part of the telephone service, or upon application. However, on some tariffs they may not be available or can be ordered at additional cost. We will continue to introduce new features from time to time.

For more information on Advanced Network Services and free connection to Star Services call us on (01624) 624624.

To use many of these facilities you must have a single direct telephone line with a Touch Tone (multi-frequency) telephone – i.e. one that makes a tone sound as you dial.

Non-Geographic Services

084, 087, 09 and 118 numbers

Non-Geographic and Premium Rate services have dialling codes starting 084, 087 and 09. They also include directory enquiry searches using numbers beginning 118. Calls to these numbers are charged at higher rates than normal calls.

They include recorded information – for example, weather reports, competitions, voting and live conversations and things that you can download such as ringtones.

Call Charges

The charges for calling a non-geographic number consist of a service charge and an access charge. The service charge, which can be duration based, fixed fee, or a combination of the two is paid to the provider of the service you call and is the same regardless of whether the call is made from a fixed line or a mobile phone. The access charge which is duration based is raised by us. Access charges can vary depending on whether a call is made from a fixed phone or a mobile.

The Phone Paid Services Authority is the industry-funded regulatory body for all premium rate charged telecommunications services. They regulate the content and promotion of services through their Code of Practice. The Phone Paid Services Authority investigates complaints and has the power to fine companies and bar access to services.

The Phone Paid Services Authority can be contacted as follows:



Phone: 0300 30 300 20

Website: www.psaauthority.org.uk/

Information and entertainment services, including adult services, are also provided by International administrations – phone numbers for these may be advertised in the British Isles. The Phone Paid Services Authority code of practice also applies to these services.

We have no control over International numbers but we can permanently block premium rate numbers and International calls on your line. For more information contact us on (01624) 624624.

Operator Services

Manx Telecom provides a number of operator services (some of which you will have to pay for). We aim to answer calls promptly and courteously.

Operator services include: -

- Reports of Public Payphone Problems (100)
- Transfer Charge Calls (100)
- Special Assistance (198) see below
- Operator Connected Calls (100)

Special Assistance is available to customers who need help when obtaining numbers, for example those who are registered as blind. Please contact us on (01624) 624624 for more details.

Operator Connected Calls - If, due to a problem you are unable to dial a local call successfully, the Operator will be pleased to try to connect you. Operator charges will apply.

Directory Enquiry Services

Several 118 numbers are available for Isle of Man, UK and international enquiries. Please visit our website for details.

Customers with special needs

A range of hearing aid compatible phones is available from the Manx Telecom shop in Douglas.

Special needs customers can make use of the Emergency Text Messaging Service to contact the Emergency Services. A leaflet is available from the Isle of Man Fire & Rescue Service. For more information and contact details please visit www.iomfire.com.

Services for customers with social needs

We are committed to developing products to make sure that customers on a limited budget can afford telephone service.

We provide a low cost fixed line rental option specifically for customers who use the phone infrequently that allows inbound calls and access to 999 emergency services, while all other outgoing calls are charged at a higher rate.

Directory / Ex-Directory

Ex-Directory

Some customers prefer to be 'ex-directory.'



If you choose to be ex-directory: -

Anyone ringing any Directory Enquiry service will be unable to obtain your number as it is not listed.

Your entry will not appear in the Manx Telecom printed Phone Book.

Manx Telecom will not give your phone number to people who ask for it, except where appropriate data protection authorisation has been received, for example from the Police.

Your number will also be unavailable to anyone trying to identify the number of the last caller when dialling 1471 (Call Return).

You do not have to be ex-directory to withhold your number. You can withhold your number either by dialling 141 before the number or by arranging to withhold your number permanently by calling us on (01624) 624624.

We also offer the option for your number to be excluded from the printed Phone Book but included on Directory Enquiries. As this is not ex-directory status, your number would normally be available to anyone dialling 1471.

Phone Book and Business Directory

Manx Telecom produces a new Isle of Man Phone Book and Business Directory each year; these listings are also available online through www.isleofman.com. A range of Directory Enquiry services are available, popular services can be found by calling 118 695.

Due to the timescales involved in publishing the printed Phone Book we cannot guarantee that any entries received after the **20th September** will appear in the next publication.

Customers who rent a Manx Telecom fixed line or have a Manx Telecom pay monthly mobile service from us are entitled to one free standard line entry in the Phone Book white pages and equivalent online residential listing.

A fixed line standard line entry includes name, initial and address (including house name or number).

Example: - Smith J., 3 The Road.....Douglas 6xxxxx

A mobile standard entry includes name and initial and only if requested an address.

Example: - Smith J., Mobile.....07624 xxxxxx

Fixed and mobiles can be grouped if requested.

Example: - Smith J

3 The Road Douglas 6xxxxx

Mobile07624 xxxxxx

Manx Telecom Pay As You Go mobile customers must advise us if there are any changes to their entries before the 20th September, for the change to be included in the following year's Phone Book. Any changes will be reflected online with immediate effect.

For information regarding business entries in the white pages, the business directory (yellow pages) and online please ring us on (01624) 624624. A standard business line entry in the white pages of the Phone Book can include a maximum of 3 words of business description.

Standard business line example for White Pages: -

Quirk A & Son Ltd,

Plant & Mach Hire, 1, The Road, ...Douglas 6xxxxx



All entries in the Business Directory (yellow pages) are chargeable. A standard line entry does not include any words of description, at our discretion we will insert a business description if the classification does not fully cover the services offered.

Any deviation in the standard residential or business line entry is at our discretion and may incur an additional charge. This includes:

- More than 3 words of business description
- Inclusion of Christian name
- Inclusion of honours / qualifications

It is our policy to use standard abbreviations in our directory in addresses, names (unless chargeable) and business descriptions e.g. Rd, Robt, Elec.

We reserve the right to refuse any unsuitable entry which does not comply with our standards of publication (for example nicknames).

Individuals who operate a business in healthcare professions may only advertise if they are registered by their professional body as being qualified in their respective profession. A list of the professions and the professional body for each is available from Department of Health and Social Care.

Directory Advertising

Businesses may place chargeable adverts in the Phone Book, Business Directory and online at www.isleofman.com. This can range from an additional line entry for the same telephone number through to display advertising and bespoke online adverts.

All Phone Book advertising, including chargeable line entries, must be renewed annually by business customers. For all chargeable entries we will endeavour to contact you either by telephone or in writing to confirm your requirements. Should we not receive any instructions to amend or cancel your entries, we will repeat your advertising in accordance with the provisions of the contract which clearly states that your entries will remain in force for successive periods of 12 months until terminated by either party giving notice

We cannot guarantee that your entries or advertisements will appear on a specified page or in a specific position, but will take all reasonable steps to comply with any expressed wishes.

Full terms and conditions are available on application for advertising.

For details of how to advertise in the Directory please ring (01624) 624624.

Distribution

A copy of the Manx Telecom Phone Book & Business Directory is distributed every year. We aim to deliver to every household and business address in the Isle of Man. If you have not received your copy please contact us on (01624) 624624.

Errors

We take great care to ensure your entry is accurate. Occasionally accidental errors will occur. If a problem occurs you should contact us on (01624) 624624 as soon as possible.

We will not consider a line rental rebate for errors or omissions associated with any standard line entry. We are unable to reprint the Phone Book and Business Directory. Nevertheless, we will try to help you with suggestions, which may include: -

- Supplying printed cards (which can be returned to us for free mailing) to send to contacts/friends
- Redirection of calls
- Paying for a press notice when chargeable entries are involved.



- Making sure correct entry online and with Directory Enquiry services.
- A credit to your telephone account up to the maximum value of £30.00

Payphones

We are licensed to provide a public telephone service. All public payphones will allow you free calls to emergency services on 112 and 999, and access to the Operator.

Provision of public payphones is covered in guidelines agreed with the Isle of Man Communications Commission. These guidelines are available on our website.

In addition to the public payphone service, some cash payphones are connected to our lines by parties such as clubs, pubs, hotels and shops. Please report any difficulties (for example, losing money) to the provider of the payphone. The call charges for such payphones, which are set by the owner, should be shown by the phone. Please ring the Communications Commission on (01624) 677022 if you are aware of any such payphones where charges are not shown.

Public Payphones / Difficulties

We repair damage caused to our public payphones by vandals / thieves. We aim to have 98% of payphones working at any time. Please ring (01624) 624624 to report any damage to public payphones to the Manx Telecom Customer Experience team as soon as you can

Even if otherwise out of order, in most cases public payphones will still offer calls to emergency services.

If you are unable to insert money, please tell the Manx Telecom Operator who, if required, will ask the customer you are calling to pay for the call.

If you lose money the Manx Telecom Operator will help, either by connecting the call and taking account of the time you have already paid for, or crediting the amount you have lost to a nominated phone account if you wish, or by sending a refund.

Dealing with malicious calls and texts

Malicious calls and texts cause annoyance, inconvenience and anxiety. We view this problem very seriously and work closely with the police to tackle it. If you receive nuisance calls, please phone us on (01624) 624624. For further information please see the information pages in the front of the Phone Book.

Unsolicited calls

If you do not wish to receive unsolicited calls from telemarketing companies you will need to register with the Telephone Preference Service (TPS). The TPS is a free service. The registration line is: 0345 070 0707. If you wish to write to the TPS their address is:

Telephone Preference Service (TPS)
DMA House
70 Margaret Street
London
W1W 8SS

Website: www.tpsonline.org.uk

Telephone Preference Service (TPS) Service Helpline number is 0345 0700 705. You can call this number to hear about other Preference Services such as the Mailing Preference Service (MPS) or Fax Preference Service (FPS), if you are a company or for any other queries.



Customer Service Compliments and Complaints Procedure

Customer Service - General

When dealing with our staff, whether concerning a general query, compliment or a complaint, you should always be informed of the name of the person you are talking to. This should normally be included in the opening greeting.

We aim to put you through to the right person at the first attempt. However, as this is not always practical, we try to avoid transferring your call a second time. Normally your details will be taken and the appropriate person asked to call you back.

Whether you deal with us in person or on the phone, our staff will always adopt a friendly and polite approach. We expect our customers to act in a similar manner; abusive or threatening behaviour in person or over the phone is not acceptable and will not be tolerated.

Compliments

So that a complete picture of customer perception is provided we also record compliments from customers. Action is taken to ensure that individuals / groups receive appropriate recognition.

If you would like to record a compliment for a member of staff, please contact our Customer Relations team by phoning us on (01624) 624624, email customer@manxtelecom.com or write to Customer Relations, P.O. Box 100, IM99 1HX. You can also use our online form here <https://www.manxtelecom.com/about/contact-us>

We also sample our quality of service by carrying out surveys of customer perception.

Complaints

We also want to know when you are dissatisfied with our service so we can try to put things right quickly. It is our aim that you should feel comfortable in voicing your concerns. Accordingly if you have a complaint, for example because you are not satisfied with the way an earlier query, fault report or order has been handled, you may either: -

- a) ask any member of our staff to record the complaint and forward it to the Customer Relations team
- or b) contact our Customer Relations team by phoning us on (01624) 624624, email complaints@manxtelecom.com or use our online form here www.manxtelecom.com/about/contact-us or write to Customer Relations, P.O. Box 100, IM99 1HX

Timescale

All complaints are registered and acknowledged if appropriate. We aim to complete the investigation and provide a response within 10 working days. If for some reason this timescale cannot be met we will keep you informed as to the progress in resolving your complaint.

Real evidence will be supplied that the main cause of your concern has been identified and, where practical, has led to action to prevent a recurrence.

Analysis of Complaints

All complaints received by us will be analysed by our Customer Relations team to identify common causes and issues. Corrective action will then be taken to prevent a recurrence.

Communications Commission and Isle of Man Office of Fair Trading

If you are dissatisfied with the way your complaint has been handled by us you can either: -



Contact the Communications Commission, Ground Floor, Murray House, Mount Havelock, Douglas, Isle of Man, IM1 2SF on (01624) 677022.
One of the functions of this Statutory Board of Government is to ensure that all service providers meet their licence obligations.

or:

Contact the Isle of Man Office of Fair Trading, Government Building, Lord Street, Douglas, Isle of Man, IM1 1LE on (01624) 686530, website www.gov.im/oft or email iomfairtrading@gov.im. The Isle of Man Office of Fair Trading is a Statutory Board of the Isle of Man Government. One of the functions of the Office is to protect, inform, advise, support and represent generally the interests of consumers.

Arbitration

For most claims relating to services covered in this Code, we offer an alternative to court action in the form of legally binding arbitration through the Chartered Institute of Arbitrators. You must decide at the outset whether to use this procedure or legal proceedings. If you use the Arbitration proceedings you will not be able to start again with legal proceedings.

Arbitration - This is designed to offer customers a speedy and low-cost way of resolving disputes. If your complaint relates to one of the services in this code, and the amount you are claiming does not exceed £5000, you have the right to put the dispute to arbitration.

On request we will send you details of the arbitration scheme and the relevant forms to submit your complaint. Any application should normally be made within 12 months of you receiving the last reply on the matter from us. A registration fee will be refunded if the arbitrator finds in your favour.

An application for arbitration does not relieve you from any obligation you may have to pay us any amounts which are not in dispute.

You may proceed straight from the initial complaint with us to an application for arbitration. However it is usually in your own interest to follow all the procedures in this Code (for example, referral to the Communications Commission/Isle of Man Office of Fair Trading) as this may lead to an amicable settlement of your dispute at an early stage.

Improving the Code of Practice

If there is any way you think this Code can be improved, please let us know by calling us on (01624) 624624.



Document Review History:

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