



SERVICES DESCRIPTION – PAY MONTHLY MOBILE SERVICE TARIFF PLAN F

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 22nd March 2024.

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

Smart Islander & Go Roam Monthly Tariffs

Monthly Tariffs including handset with Inclusive Data, Minutes and Messages Allowance	Minimum Period of Service
Smart Islander 1GB with handset as a bolt-on	12, 24, 36 Months
GoRoam 15GB with handset as a bolt-on	12, 24, 36 Months
GoRoam 100GB with handset as a bolt-on	12, 24, 36 Months
GoRoam Unlimited with handset as a bolt-on	12, 24, 36 Months

SIM only Monthly Tariffs without handset with Inclusive Data, Minutes and Messages Allowance	Minimum Period of Service
Smart Islander 1GB with handset as a bolt-on	12, 24, 36 Months
GoRoam 15GB with handset as a bolt-on	12, 24, 36 Months
GoRoam 100GB with handset as a bolt-on	12, 24, 36 Months
GoRoam Unlimited with handset as a bolt-on	12, 24, 36 Months

Essential Monthly Tariffs

Essential Tariffs with subsidised handset with Inclusive Data, Minutes and Messages Allowance	Minimum Period of Service
Essential 175	24 Months
Essential 300	24 Months
Essential 600	24 Months
Essential 1200	24 Months

SIM only Monthly Tariffs without subsidised handset with Inclusive Data, Minutes and Messages Allowance	Minimum Period of Service
Essential 175	12 or 24 Months
Essential 300	12 or 24 Months
Essential 600	12 or 24 Months
Essential 1200	12 or 24 Months



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Voice Services (cont...)

MyFamily Tariffs

SIM only Monthly Tariffs without subsidised handset with Inclusive Data, Minutes and Messages Allowance	Minimum Period of Service
MyFamily (1 SIM)	12 Months
MyFamily (2 SIMs)	12 Months
MyFamily (3+ SIMs)	12 Months

MyFamily Boosts

MyFamily Boosts with 30 days automatic expiry	Minimum Period of Service
On-island Data – 5GB	30 Days
On-island Data – 10GB	30 Days
On-island Calls – 200 Minutes	30 Days
On-island Calls – 500 Minutes	30 Days
On-island Texts – 200 SMS	30 Days
On-island Texts – 500 SMS	30 Days
Zones 1 & 2 Roaming Data – 2GB	30 Days
Zones 1 & 2 Roaming Data – 6GB	30 Days

Data Services

GoRoam

Description	Minimum Period of Service
GoRoam 100GB Data Only SIM	12, 24, 36 Months

4G Mobile Broadband (out of range of VDSL customers only) including 4G router

Description	Minimum Period of Service
Mobile Broadband 4G 200GB	24 Months
Mobile Broadband 4G 1000GB	18 Months

4G Mobile Broadband (out of range of VDSL customers only) without 4G router

Description	Minimum Period of Service
Mobile Broadband 4G 200GB	12 Months
Mobile Broadband 4G 1000GB	12 Months

2. Inclusive On-Net Minutes

Only apply to calls made from the Manx Telecom network to the following call types:

- a Isle of Man mobiles 07624
- b Isle of Man fixed lines 01624

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- c UK & Channel Islands mobiles *
- d UK geographic numbers 01, 02, 03 *
- * Calls to these destinations excluded on MyFamily tariff

- 2.1 With the exception of MyFamily tariff where inclusive minutes apply only to Isle of Man mobiles and fixed lines, inclusive on-net 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 and Tesco Mobile, 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.
- 2.2 Inclusive on-net 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.
- 2.3 Where a tariff plan has a defined number of inclusive on-net minutes, any unused inclusive on-net minutes will not be rolled over to the next month.
- 2.4 Calls made outside of the inclusive on-net minutes allowance will be charged for as per the Manx Telecom Pay Monthly rates to the destination called.
- 2.5 Calls made outside of the MyFamily tariff inclusive minutes allowance or MyFamily Boost minutes allowance are not permitted.
- 2.6 All calls are charged in 60 seconds increments.

3. Inclusive On-Net Messaging (SMS Text Messages)

- 3.1 Applies to SMS text messages sent from the Manx Telecom network.
- 3.2 MyFamily inclusive SMS messages apply only to Isle of Man mobiles.
- 3.3 A single SMS text message sent will decrement the messaging allowance by one message if the account still has allowance left on it.
- 3.4 Inclusive on-net SMS text messages will not apply if sent whilst roaming.
- 3.5 Unused inclusive on-net SMS text messages will not be rolled over to the next month.
- 3.6 On-net SMS text messages sent outside of the inclusive allowance will be charged for as per the Manx Telecom Pay Monthly rates to send an SMS text.
- 3.7 SMS messages outside of the MyFamily tariff inclusive SMS allowance or MyFamily Boost SMS messages allowance are not permitted.
- 3.8 Picture messages and multimedia messages are not included within the text allowances and will be charged at all times. Please refer to our website for charges.
- 3.9 Picture messages and multimedia messages are not permitted with MyFamily tariff.

4. Inclusive On-Net Data



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- 4.1 Inclusive on-net data is provided with each tariff plan and applies whilst on the Manx Telecom network. Data transferred will be rounded to the nearest kilobyte and charged pro rata in units of kilobytes.
- 4.2 Inclusive on-net data will not apply if used whilst roaming.
- 4.3 Unused on-net data allowance does not roll over to the next month
- 4.4 Data used outside of the inclusive on-net allowance will be charged for as per the Manx Telecom Pay Monthly tariff rates for data usage up to the daily cap charge.
- 4.5 Data used outside of the MyFamily tariff inclusive data allowance or MyFamily Data Boost allowance is not permitted.

5. Groups Call Free

Any voice calls between 2 or more Pay Monthly mobiles or fixed lines, excluding those on Basic and Low User 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 incoming roaming charges may apply depending on roaming zone.

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.

6. Roaming Allowances – GoRoam tariff plans only

- 6.1 Applies to calls, texts and data whilst roaming in Roaming Zones 1 and 2.

7. Inclusive Roaming Minutes

- 7.1 Inclusive roaming minutes apply to calls made within in a country in roaming zone 1 or a country within roaming zone 2 to ordinary fixed lines or mobiles in the same zone 1 or zone 2 country.
- 7.2 Inclusive roaming minutes apply to calls made within a country in roaming zone 1 or a country within roaming zone 2 back to the Isle of Man and UK. The inclusive allowance will apply to fixed line numbers beginning 01, 02 and 03 and UK mobile numbers beginning 07. UK mobiles are numbers allocated to UK mobile network operators that provide mobile service with substantial national coverage but may exclude 07 number ranges which MT reasonably believes are being used for call forwarding services or revenue share.
- 7.3 Inclusive roaming minutes do not rollover. Outside of the inclusive roaming allowance calls are charged according to the out of bundle roaming charges that apply for the tariff plan.

8. Inclusive Roaming Texts

- 8.1 Inclusive roaming texts apply to text messages sent within a country in roaming zone 1 or a country in roaming zone 2 to anywhere in the world.



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- 8.2 Inclusive roaming texts do not rollover. Outside of the inclusive roaming allowance texts are charged according to the out of bundle roaming charges that apply for the tariff plan.

9. **Inclusive Roaming Data**

- 9.1 Inclusive roaming data applies to data used on mobile networks in a country in roaming zone 1 or a country in roaming zone 2.
- 9.2 Inclusive roaming data does not rollover. Outside of the inclusive roaming allowance data is charged according to the out of bundle roaming charges that apply for the tariff.
- 9.3 A minimum data session of 10KB applies, data transferred will be rounded to the nearest kilobyte and decremented from the inclusive roaming allowance. Outside of allowance data is charged in kilobytes.

10. **Price Changes**

- 10.1 Manx Telecom reserves the right to adjust monthly subscription and usage charges subject to 30 days' notice prior to implementing the change. Please see our General Terms and Conditions Consumer – Post 1st July 2018.