

Home Network Support

Service Description

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 & Conditions and the Services Order Form:

“We”, “us”, “our” and “MT” means Manx Telecom Trading Limited.

“You”, “your” and “member” means you the Customer.

“Home Network Support” is the name of the service we will provide to you. This is available to retail ADSL, VDSL and Fibre residential Broadband customers. This is not available for corporate ADSL, VDSL or Fibre customers, nor Private Circuit subscribers or those customers who benefit from a managed service, whether managed by MT or a third party.

“Standard troubleshooting” means our standard fault investigations process to query and confirm there are no faults with our network which could cause any issue with your Broadband service.

“WiFi” means the wireless signal transmitted from the Broadband router

2. HOME NETWORK SUPPORT APPOINTMENTS

2.1 Home Network Support Appointments will only be available once all standard troubleshooting has been completed. These are booked via our Service Centre colleagues on completion of a standard troubleshooting investigation.



2.2 Home Network Support Appointments will investigate and assist with problems within the home network with support terminating at the router including WiFi optimisation and security, device connection assistance, router setup and configuration, purchase advice and configuration of Manx Telecom hardware.

2.3 Home network support will not investigate issues beyond the broadband router, including but not limited to telephone sockets, alarm line systems, noise on the telephone line or external telephone wire issues.

2.4 Home Network Support Appointments will last a maximum of 90 minutes, if more time is required a further Appointment must be booked with at least 48 hours' notice to Manx Telecom

2.5 We reserve the right to refuse a Home Network Support appointment unless the correct troubleshooting process has been followed

2.6 You will ensure, in so much as is reasonably possible, that your property is safe for entry by Manx Telecom and we can work in accordance to any relevant social distancing guidelines by securing pets and ensuring easy access to any networking equipment such as your router or telephone sockets.

2.7 You will inform us when you request a Home Network Support appointment if you, or any member of the household, has tested positive, or been told to self-isolate, for Covid-19, within the last 30 days and you will contact us as soon as possible should you or anyone in the property be advised to self-isolate after your appointment is booked.

2.8 We reserve the right to refuse to enter any property, or terminate an appointment prematurely, should the Manx Telecom colleague have any safety concerns

2.9 If you need to reschedule or cancel a Home Network Support appointment you should contact us as soon as possible. Cancellations within 24 hours of the appointment, or where we are unable to access the property at the scheduled time with no notice of cancellation, may result in an abortive visit charge as detailed in our price list

3. CUSTOMERS PREMISES EQUIPMENT

3.1 Manx Telecom only supports routers that are approved and purchased directly from Manx Telecom.

3.2 Home Network Support will not provide support to routers and Network Extenders that are not purchased from Manx Telecom.

3.3 Manx Telecom will not provide Home Network Support to any issues relating to televisions, personal computers or mobiles other than Network related issues.

3.4 Home Network Support is provided on a best endeavours approach and is provided with no guarantee

3.5 We reserve the right to disconnect any non-approved devices from your router if it is suspected that this could be causing any issues with the home network

4. CHARGES

4.1 Manx Telecom do not charge for a Home Network Support visit which is less than 2 Hours.

4.2 You agree to pay for any equipment purchased during a visit as specified in the Price List and standard terms and conditions of purchase apply.

4.3 Unless the Price List provides otherwise, all charges are exclusive of Value Added Tax which you must also pay to us

4.3 Purchases will be charged to your Manx Telecom bill

6. CHANGES OF SERVICE DESCRIPTION

5.1 Manx Telecom reserve the right to change or withdraw this service at any time

Appendix:

1. Home Network Support Customer Signature Sheet



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Support Customer S