



SERVICES DESCRIPTION – PAY MONTHLY SMARTCORP MOBILE SERVICE TARIFF PLAN E

Services Description for Pay Monthly SmartCorp 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 February 2018.

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, Text & Data Shared Services SmartCorp Pay Monthly Tariffs

Monthly Tariffs offering shared allowances of Inclusive Data, Minutes and Messages – with handset subsidy pot	Minimum Period of Service
SmartCorp 25GB	24 / 36 Months
SmartCorp 50GB	24 / 36 Months
SmartCorp 100GB	24 / 36 Months
SmartCorp 150GB	24 / 36 Months
SmartCorp 250GB	24 / 36 Months
SmartCorp 350GB	24 / 36 Months
SmartCorp Unlimited	24 / 36 Months

Monthly Tariffs offering shared allowances of Inclusive Data, Minutes and Messages – without handset subsidy pot (SIM only)	Minimum Period of Service
SmartCorp 25GB	12 Months
SmartCorp 50GB	12 Months
SmartCorp 100GB	12 Months
SmartCorp 150GB	12 Months
SmartCorp 250GB	12 Months
SmartCorp 350GB	12 Months
SmartCorp Unlimited	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) Manx Telecom fixed lines 01624
- c) UK & Channel Islands mobiles
- d) UK geographic numbers 01, 02, 03

- 2.1 Inclusive on-net minutes will include 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, Tesco Mobile and BT Fusion, 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.



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- 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 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 A single SMS text message sent will decrement the messaging allowance by one message if the account still has allowance left on it.
- 3.3 Inclusive on-net SMS text messages will not apply if sent whilst roaming.
- 3.4 Unused inclusive on-net SMS text messages will not be rolled over to the next month.
- 3.5 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.
- 3.6 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.

4. Inclusive On-Net Data

- 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.

5. Groups Call Free

Any voice calls between 2 or more Pay Monthly mobiles or fixed lines, excluding those on Choice and Low User Choice 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



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inclusive minutes, or if the inclusive minutes have been used up, at the standard rate to call a Manx Telecom Fixed Line or Mobile and will appear under the Calls to Local Mobile section of the bill.

6. Inclusive Roaming Allowances

- 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, in addition to calls made to standard fixed lines and mobiles within the same zone 1 or zone 2 country that is being visited. 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.
- 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. Shared Allowances

- 10.1 SmartCorp tariff inclusive allowances of minutes, texts and data are shared amongst users on the same account



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- 10.2 Additional users can be added to a SmartCorp account for a monthly charge and will be eligible to share the inclusive allowances of minutes, texts and data
- 10.3 Shared allowances are not divided equally between all users and are consumed on a first come first served basis. Once the shared allowance has been consumed, out of bundle charges will apply for all users on the account
- 10.4 Shared allowances do not roll over from one month to the next

11.0 Exclusions

- 11.1 On-net bolt-ons. The following on-net tariff enhancement bolt-ons are not available on any of the tariff plans listed above:

Unlimited Minutes Bolt-on
Unlimited Texts Bolt-on
Mobile Data Medium Bolt-on
Mobile Data Large Bolt-on
Mobile Data X-Large Bolt-on
Mobile Data XX-Large Bolt-on

- 11.2 BlackBerry. BlackBerry service options are not available on any of the tariff plans listed above. This includes any BlackBerry device or any other mobile device with BlackBerry software installed that allows access to BlackBerry internet browsing and BlackBerry email, BlackBerry Enterprise Service, BlackBerry Internet Service are also excluded. The following BlackBerry tariff enhancements are not available on any of the tariff plans listed above:

Isle of Man data bolt-on
Isle of Man, UK, Channel Islands and Ireland data bolt-on
Worldwide data bolt-on

- 11.3 Any BlackBerry device that by default is automatically enabled allowing access to BlackBerry services such as email, internet browsing or BlackBerry applications cannot be provided on any of the tariff plans listed above.

11. Subsidy Pot

- 11.1 SmartCorp customers on a minimum 24 month term may be eligible to share from a subsidy pot that can be redeemed against the cost of procuring new mobile devices from Manx Telecom
- 11.2 Subsidy pot is calculated by Manx Telecom based on the number of users on an account and the overall value of the contract (total monthly charges)
- 11.3 SmartCorp customers on a SIM only tariff option will not be eligible for a subsidy pot

12.0 Out of Contract

- 12.1 Out of Contract Charges / Price increases – Manx Telecom will strive to maintain the monthly subscription charge at the agreed (Contracted) price for the fixed term of the Contract. Manx Telecom reserves the right to adjust monthly subscription charges at the end of the term, subject to 30 days' notice prior to implementing the change. Notice will be by means of a message displayed on your bill and on our website.