

Type of application

Please select the option that best describes you

- I **don't** have Broadband and I would like VDSL with Wi-Manx
- I am a **Wi-Manx ADSL2+** customer who wants to upgrade to Wi-Manx VDSL
- I **already** have Broadband and I want to switch to Wi-Manx

Current Broadband provider? _____

Contract Length Choice

Please review the contract length details below

- 6 month contract**
No special offers
- 18 month contract**
Special Offers, FREE PlusTalk Bolt on, FREE* VDSL compatible router.
**To qualify for the free router, you must pay by Direct Debit.*

£34.94 per month

£34.94 per month

ALL PRICES INCLUDE VAT

Connection Review

Select preferred install dates:

Connection Charge

Manx Telecom are required to make a site visit to install a VDSL pre-filtered face plate, including some engineering work at your local ISAM. To pay you may enclose a cheque, or call our Accounts team with a credit/debit card.
This must be paid in full before your application can be processed.

£78 one off charge

ALL PRICES INCLUDE VAT

Preferred Install Date

Please select a preferred and alternate date. These dates must be Monday—Friday and at least 7 working days after your application is processed. If Manx Telecom are unable to accommodate your preferences, we will contact you with their proposed times.

Preferred

day	month	am/pm
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Alternate

day	month	am/pm
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Broadband Service information

Please specify the phone number on which broadband will be provided.

Broadband Telephone number _____

Customer Information

This must match the details on your Manx-Telecom phone bill.

Title	Miss/Ms/Mrs/Mr/Other/Business	Mobile Number
Full Name or Company Name	<small>This must be the name on your Manx-Telecom phone bill.</small>	E-mail Address
Address	Business Contact Name	Billing address if different
Post Code		

OFFICE USE ONLY

A/C no :		Date Live :	
CRF sent :		Equipment :	
DD form received :		Notes	
Waltons to Provision	Yes	No	

Bolt On's

Wi-Manx offer a range of bolt on services which compliment our broadband packages. All prices include VAT

PlusTalk

Make calls via our Voice over IP service, you can add this great little bolt on to give you free UK and IOM telephone calls to any 01, 02 and 03 landline numbers for just £2.95 a month extra! No need to worry about peak time, evening or weekend calls, talking is free 24/7! A suitable VoIP router or VoIP handset is required to make calls via Plus Talk.

Calls made to numbers which are not free or are **not** included in the **PlusTalk** tariff may be chargeable and will be billed monthly by Wi-Manx. Terms and conditions apply.

FREE on 18 month contract.
£2.95 per month on 6 month contract.

Conceal Number

When making calls using our VoIP service we can conceal your outbound number, similar to the ex-directory service. Tick this box if you want your number withheld.

Remote Backup

The Wi-Manx Online Remote Backup solution is an innovative service that uses your Internet connection to securely backup your files off-site. You can safeguard up to 10GB storage of important photos and files with our secure, low cost, easy-to-use backup service.

£5.00 per month

Managed Lite

Aimed at small businesses who require Wi-Manx to provide, install and maintain the customers equipment. The Managed Lite service includes a suitable ADSL2+ router and the peace of mind that Wi-Manx will support and maintain it for you.

£7.50 per month
£100.00 setup

Managed Plus

Aimed at larger businesses, Wi-Manx will provide a suitable business class ADSL2+ router along with the ability to have multiple fixed IP addresses. We can also provide services such as VPN configuration, reverse DNS entries and e-mail store and forward.

£17.50 per month
£200.00 setup

Contact Preferences

How should we contact you when your service is ready?

- E-mail
- SMS (Requires a valid mobile number)
- Post
- Telephone

How can I pay?

Our preferred method of payment is direct-debit. If you wish to pay using direct debit please complete the attached form



We accept cheques, bank transfers, credit-cards and Direct-Debit.

Do you need help choosing equipment?

Our knowledgeable support staff can talk you through what you do and do not need.

If you have **any** questions or queries—please contact our support team on 641188 and we'll be more than happy to help.

Paperless Billing

View secure, electronic copies of your invoices online

To reduce waste and help the environment, **Wi-Manx** will not send you a paper invoice; instead your bill will be available to view securely on our Customer Portal once it is issued and an email reminder will be sent each month. If you prefer to receive a paper invoice, please tick the box below

I want to receive a paper invoice each month

Please note—you must pay by Direct-Debit and have a valid email address to receive paperless invoices

Terms and Conditions

Please review the following information

The minimum term period for our services with this contract is **6 or 18 months**. Our ISP services are subject to our full terms and conditions available on our website (www.wimanx.com) or available on request. The service requires an operational telephone line which is subject to Manx-Telecom's terms and conditions, and your line length must not exceed 2km. Where you terminate within the minimum contract period you will be liable to pay the charges due in respect of that minimum contract period.

Note: The up to 40Mb/s (VDSL) service requires a VDSL compatible router. All routers supplied by Wi-Manx are VDSL compatible.

The typical time for activation of the VDSL is up to 10 working days. As this work is carried out by Manx Telecom, we are unable to guarantee exactly when the engineering visit will occur, and thus when the VDSL will be activated. **If you miss the Manx Telecom engineering visit, you will still be charged for that visit, along with any subsequent visits required.**

Equipment purchased from Wi-Manx will be configured by our staff for use with your account. If you purchase your own router / VoIP hardware, please ensure you know how to configure this yourself. Please never reset your router unless asked to do so by our support staff.

The connection charge must be paid in full before your account can be created. All services are billed 1 month in advance. Payment is due 30 days from date of invoice. Non-payment of invoices could result in suspension or termination of service. If you move to another property that requires a VDSL upgrade, you will require a further Manx Telecom Engineer visit, which will be chargeable.

Wi-Manx offer the VoIP service on a best-effort basis; it is not a replacement for a traditional landline.

If you decide to use our VoIP service — Calls to emergency services (999/112), star services and operator services are not supported using our VoIP service. For these types of calls please use a Manx Telecom landline or a Mobile phone.

Calls made to numbers not included in the **PlusTalk** tariff will be billed monthly by Wi-Manx. You can review your call history online using the Customer Portal. To benefit from the VoIP call tariffs using a normal telephone you must ensure it is connected to a VoIP router or a VoIP adapter. It is the customers' responsibility to make sure they are making calls using the VoIP service. Call rates are available on our website.

Once the 18 month term is up, you will have a rolling contract with us. You will also then become eligible for any special offers that we are running at the time. **We require one month's notice to cancel the broadband service once your minimum term is complete.**

Please see our full Terms and Conditions and Acceptable Use Policy (AUP) on our website.

What to do next

Return the completed application form to Wi-Manx Limited

Please make sure you have entered all the necessary information. Once completed, please sign and return the form to;

Wi-Manx Limited - 1st Floor Heywood House -Ridgeway Street - Douglas - IM1 1EW

Telephone : 01624 641188 - **Fax** : 01624 624464 - **Email** : accounts@wimanx.com

Signatures

Customer Name _____ Signature _____ Date _____

Please fill in the whole form including official use box using a ball point pen and send it to

Instruction to your Bank or Building Society to pay by Direct Debit

Wi-Manx Limited
1st Floor Heywood House
Ridgeway Street
Douglas
Isle of Man
IM1 1EW

Originator's Identification Number

6	8	8	3	2	1
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Name(s) of Account Holder(s)

Bank/Building Society account number

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Branch Sort Code

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Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address	
Postcode	

For Wi-Manx Limited Official Use Only
This is not part of the instruction to your bank or building society

Instruction to your Bank or Building Society

Please pay **Wi-Manx Limited** Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with **Wi-Manx Limited** and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)
Date

Reference Number

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This guarantee should be detached and retained by the Payer

The Direct Debit Guarantee



- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme.
- The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change Wi-Manx Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Wi-Manx Limited or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society.
- Please also send a copy of your letter to us.