Sure (Isle of Man) Limited
Contract Buyout Terms and Conditions

The Sure (Isle of Man) Limited ("**Sure**") Contract Buy Out Terms and Conditions should be read in conjunction with Sure's:

- General Terms and Conditions;
- Pay Monthly Mobile Terms and Conditions,

all of which apply.

Where there is a conflict, these Sure Contract Buyout Terms and Conditions will take precedence. Sure's terms and conditions are available to view online at www.sure.com/isleofman/terms-and-conditions.

Contract Buyout

1. The Sure Contract Buyout offer is only available to existing Manx Telecom (MT) Pay Monthly mobile customers who take out a new Sure 24 month term Pay Monthly mobile contract.

2. This offer is discretional, based on Your credit worthiness. For Us to undertake this credit check, You will need to bring Your most recent MT Pay Monthly mobile bill and photo ID with You into a Sure store.

3. If You are eligible for and wish to accept Our Contract Buyout offer, then We will start the porting process from MT to Sure and sign You up to Your chosen 24 month Pay Monthly mobile contract.

4. Your final MT bill will state the value of any outstanding MT Pay Monthly mobile contract termination charges. For us to reimburse You, You will need to email a copy of Your final MT bill to buyout@sure.com. Our reimbursement process will not start until Your 14 day cooling off period (should You change Your mind) has ended. We aim to complete the reimbursement process within 15 days. You have 90 days from the start of Your new Sure contract to request Your Contract Buyout reimbursement by emailing a copy of Your final MT bill to Us. You may only apply for one Contract Buyout reimbursement per Pay Monthly mobile Service.

5. Sure will pay the lower of either: the outstanding contract termination charge relating to Your MT Pay Monthly mobile contract; or the maximum payment according to the Sure Pay Monthly mobile tariff You selected. The maximum reimbursement will vary depending on Your chosen Sure tariff. The maximum reimbursements per tariff are:

    - SML – £0
    - MED – £100
    - LRG – £200
    - XL – £300

6. For the avoidance of doubt, the Contract Buyout reimbursement only relates to Your MT Pay Monthly mobile rental charges for one Pay Monthly mobile service. The payment will not include any usage charges for calls, texts or data.

7. Before Sure can process the payment to You, You are required to:

   a) have an active Direct Debit with Sure; and
   b) be signed up for Sure's online billing.

8. The Contract Buyout payment will be paid into the bank account that is associated with Your monthly Direct Debit payments. Payments by cheque, cash or to non Direct Debit accounts are not available.

9. You will not be able to downgrade Your Sure Pay Monthly mobile contract following a Contract Buyout payment until You have completed Your 24 month minimum contractual term.

10. If You choose to cancel Your Sure contract before the end of Your 24 month term, the value of the Contract Buyout payment will be added to any outstanding contractual charges.

11. Sure reserves the right to vary or amend these Sure Contract Buyout Terms and Conditions or withdraw the Sure Contract Buyout at any time.