

Ref: WWW001 / /
Int:



123Telecom Limited
11 Broad Street Parade
Barry, Cardiff
CF62 7AN

Phone: 0800 8499 123
Fax: 0800 8499 124
Email: sales@123telecom.co.uk
Web: www.123telecom.co.uk

Broadband Service Application

1 Company Details & Contact Name

Contact Name: Title: _____ Name: _____ Surname: _____

Company: _____

Invoice Address: _____

Phone: _____ Fax: _____ Email: _____

Installation Address (if different): _____

2 Business Broadband Lite Business Broadband Standard Business Broadband Premium

Business Extreme 100 Business Extreme 200

ADSL2+: Business (20Meg Max) ADSL2+ 256K Assured ADSL2+ Annex M

3 Monthly Cost: £ _____ Connection Cost: £ _____ Contract Term: _____ Months

4 Router Required: None Standard With WiFi CISCO Dualroute Cost: _____

5 Telephone Number for Broadband or "New Line": _____

6 Is Broadband already installed on this line with another provider? YES NO

If YES, Current Supplier Name: _____ MAC Code: _____ / _____

7 Terms & Conditions of Service

- The customer requests that 123Telecom supply the above Broadband service for a minimum term as specified above with 90 days notice thereafter.
- 123Telecom shall invoice Broadband services monthly in advance. The first invoice will include a pro-rata rental from the date connection.
- Payment shall be by Direct Debit on or shortly after the 20th of the month.
- 123Telecom shall be authorised to suspend service in the event of non-payment or the Direct Debit instruction being cancelled for whatever reason. Where an account for a suspended service remains unpaid, 123Telecom reserves the right to disconnect the service without notice.
- 123Telecom reserve the right to suspend or disconnect services without notice if the Broadband connection is used for any illegal or immoral purposes including the transmission of bulk unsolicited emails (spam), or if any other Internet authority forces 123 to terminate the service.
- The customer agrees that 123Telecom is not responsible for any direct or consequential losses from the use, unavailability, or any problems with the service or any equipment provided.
- The customer agrees that it is their responsibility to protect all equipment directly or indirectly connected to the Broadband from all types of malicious attack such as viruses, Trojans, worms, IP attack, spam etc
- All prices, charges and fees quoted in this contract are subject to VAT at the current rate.
- All 123Telecom broadband services are supplied on a fair usage basis. In the interests of delivering a fast service to all our customers 123Telecom reserve the right to throttle connections downloading in excess of a fair usage. Currently fair usage is defined as 4gb on Business Broadband Lite, 50gb per month on Business Broadband and Premium services, 100gb on Business Extreme 100, 200gb on Business Extreme 200 and 75gb on ADSL2+ services. 123Telecom reserve the right to redefine fair usage at any time without prior notice to preserve the best interests of our customers. 123Telecom will charge for additional usage (beyond fair usage) at a rate of £1 per Gb. Lite may upgrade to Standard, Premium or Extreme at any time upon request, subject to a £11 regrade fee.
- 123Telecom reserve the right to automatically regrade any broadband service to the next level if fair usage level is exceeded. The monthly amount payable will be adjusted, and the automatic regrade will be subject to the standard £11 regrade fee.
- Business Broadband Lite is only available as a 'bundled' product with 123Telecom supplying all calls and the telephone line rental.
- Upon requesting a MAC code, 123Telecom will generate a final invoice for the service. The customer will be given the MAC code when all invoices (including the final invoice) have been paid in full. 123Telecom reserve the right to disconnect services for which a MAC code has been issued 30 days later if the transfer to another provider has not taken place.
- Customers disconnected by 123Telecom for reasons listed in 4, 5 and 12 above shall be liable for a disconnection charge of £30 for each broadband line plus a £40 reconnection charge for each line if service is resumed. Please note that disconnected services may take up to 14 working days to reconnect.
- There is no charge to customers transferring to another provider (with a MAC code) if they are outside their minimum contract term, however £30.00 cease charge is payable for each broadband line terminated without transfer to another provider.

9 Mandate & Authority

I, an authorised representative of the company, request that 123Telecom commences a Broadband Service for the company.

The company agrees to adhere to 123's terms and conditions above.

I understand that provision of the 123 Broadband Service will terminate any Broadband Service which may already exist on the proposed line.

Authorised Company Representative

Signature: _____

Name: _____

Position: _____

Date: _____



1 2 3 TELECOM

PLEASE FAXBACK THIS FORM TO
0800 8499 124, OR SCAN AND EMAIL TO
TEAM@123TELECOM.CO.UK, OR POST TO:

123Telecom Limited
11 Broad Street Parade
Barry
Vale of Glamorgan
CF62 7AN

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

Originator's Identification Number

8 3 7 1 7 0

Reference Number (For 123Telecom use only)

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Name(s) of Account Holder(s)

Bank/Building Society account number

--	--	--	--	--	--	--	--	--	--

Branch Sort Code

--	--	--	--	--	--

Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address	
Postcode	

Instruction to your Bank or Building Society

Please pay 123Telecom 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 the 123Telecom Limited and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Print Name(s)

Date

Banks and Building Societies may not accept Direct Debit Instructions for some types of account

This guarantee should be detached and retained by the Payer

The Direct Debit Guarantee

- λ 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.
- λ If the amounts to be paid or the payment dates change 123Telecom Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- λ If an error is made by 123Telecom Limited or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- λ 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.