

SERVICE APPLICATION FORM

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CPE EID:FF _____	Date: _____, 200__	RCP#: _____
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Business/SoHo
 Residential Client
 Contract Extension

COMPLETE THE FOLLOWING (Tick all that apply. Fill in relevant details where applicable)

Intended/Required Internet Usage?

- EMAIL | SURFING | FILE TRANSFERS | VOICE/VOIP/SKYPE | VIDEO CONFERENCING | ONLINE GAMING
 MULTICASTING (MP3, STREAMING, MOVIES) | WEBSITE DEVELOPMENT/MGT/HOSTING | INSTANT MESSAGING
 NEWSGROUPS | VPN/RDP ACCESS | REAL TIME SERVICES (financial feeds, news, stocks) | OTHER/ PEER TO PEER (specify)

TELL US ABOUT YOUR ENVIRONMENT (Tick all that apply, in consultation with your sales representative)

- Coverage Zone Acceptable | Burglar Grills/Bars | Tinted Windows | Mosquito/Fly Screening | Dense/Lots of Follilage
 Man-made obstructions (large structures, metallic structures, sheds, warehouses, scaffolding, hurricane or security shutters)
 Geographic obstructions (dipping landscapes, below street level, on a slope, valley, hillside blocking) | Other.....please explain in detail

- I understand and accept that the above listed items may have an effect on signal reception and service performance .
 I have been advised of the need for a signal survey to further investigate proceed declined

Sign/Initial: _____

CHOOSE YOUR SERVICE PLAN (Unwired may suggest suitable alternatives, tick applicable choice(s) for plan/modem)

Monthly Recurring Pricing applies to ANY Unwired Modem			INITIAL SIGNUP COST:			
	Normal	EDU -20%	No Cont	12 Month	24 Month	total amount due on initial signup (modem +first service month prepaid)
SWITCH ON	\$ 49.95	\$ 39.96	\$199	\$149	\$99	\$ _____ (due now)
TALK PLAN	\$ 69.95	N/A				
DOUBLE UP*	\$ 99.95	\$ 79.96				
BREAK FREE 1	\$ 199.95	N/A				
BREAK FREE 2	\$ 299.95	N/A				
						RECURRING COST: total due each month for service
						\$ _____ (next invoice)

PRIMARY ADDRESS DETAILS (Use block letters and write legibly to avoid delay in processing.)

COMPANY DETAILS
 Company Name _____ (please attach copy of biz lic., with TIN#)

ADDITIONAL DETAILS
 First Name _____ Last Name _____

Billing Address _____

Phone _____ Mobile _____ Fax _____

Current/Existing Email _____ SEND BILLING NOTICES HERE

POSTAL ADDRESS DETAILS (different from above | Use block letters and write legibly to avoid delay in processing.)

COMPANY DETAILS
 Company Name _____ (please attach copy of biz lic., with TIN#)

ADDITIONAL DETAILS
 First Name _____ Last Name _____

Postal Address _____

Phone _____ Mobile _____ Fax _____

CHOOSE YOUR UNWIRED U-MAIL (email account complimentary with service plan, please provide details to activate)

Note: activated unwired email account will be used as the default address for all billing and official notices

Requested Email Username : _____

Usernames can contain alphanumeric characters only (dash —) and (underscore _)

Requested Password : _____

Password must be at least 6 characters in length and must include at least one numerical (0-9) as well as UPPER and lower case letters. If you do not choose a password, a default will be assigned. Contact our helpdesk to have this changed at any time.

MODES OF PAYMENT (for office use—filled by Unwired—tick all that apply for both initial and recurring payment)

INITIAL PAYMENT: Cheque | Cash | Credit Card | EftPOS | LPO

RECURRING PAYMENT: Direct Debit | e-Banking | Cheque | Cash | Credit Card | EftPOS

LPO only accepted for initial payment, on business accounts, subject to mgt approval and credit reference check.

LPO not valid for recurring monthly service payments. Personal cheque subject to credit check and approval

Apply VAT Exemption | Other (see attached detail sheet)

JUST A FEW QUESTIONS TO HELP US IMPROVE & SERVE YOU BETTER

Did our sales experience meet your expectations?

UNSATISFACTORY | SATISFACTORY | VERY GOOD | EXCELLENT | ABOVE EXPECTATIONS

Any Suggestions for improving our customer service?

Would you refer Unwired to others? YES NO If yes, name at least 2 references with contact details:

Ref Name/Company:

Contact Phone..... Contact Email.....

Ref Name/Company:

Contact Phone..... Contact Email.....

CONTRACT TERMS AND CONDITIONS: (Summary of key points...for detailed outline refer to extended T&C)

The standard extended terms, conditions and acceptable usage policy remains applicable in addition to:

1. This agreement applies to a service term of NIL (for NC Plans); 12MONTHS; 24MONTHS.
2. The initially chosen Service Plan has to be maintained for duration of the listed contract term.
3. Upgrading to higher level service plans is allowed at any time during contracted term. Downgrading to a plan lower than initial sign-up plan is not allowed
4. Unwired Fiji reserves the right to change plan pricing and features at any time without prior notice; and further reserves the right to pass these on to the client at its discretion during the term of this contract.
5. Cancellation of service prior to the full term being reached is subject to a cancellation penalty; said cancellation penalty being NIL (for NC plans); 2 months recurring service fees for all plans on contract | special promotion) plus any outstanding service or usage charges due at time of cancellation notice.
6. Client is required to provide a minimum of 30 days notice for cancellation of service. Failure to provide notice within that timeframe will constitute a continuance of the service & recurring charges will apply. If a renewal bill has been issued prior to receipt of notice, that bill is due and payable prior to cancellation.
7. Accounts are active same day. All billing is electronically sent to the nominated email address 10 days in advance of due date. Service with special IT installs are activated within 24-48 hours or as per agreement.
8. All Unwired equipment carries 12month warranty against defects. (return conditions apply, see full terms for details)
9. The Broadband Talk Plan is specially optimized for use with unwiredVoice:) service for optimal toll quality dual line voice and/or fax usage.
10. Accounts which are outstanding are subject to disconnection of service. A \$20 reconnection fee applies. Repeated disconnections is subject to plan being put on direct debit payment mode.

- I, the undersigned hereby certify that the information provided is factual & correct to the best of my knowledge.
- I hereby authorize Unwired to perform all necessary credit/reference checks and activities towards approval of account.
- I certify and confirm that I have fully read, understand and accept all Terms and Conditions of service as provided by Unwired Fiji and am in agreement with, and full acceptance of the total listed requirements (financial and contractual) for the chosen service offering & accessories or additional requirements as detailed on this application form.

PRINT NAME:

SIGNATURE:

THANK YOU FOR CHOOSING UNWIRED AS YOUR INTERNET SERVICE PROVIDER.

YOUR SERVICE AND MODEM WILL BE READY FOR PICKUP ON: _____ AT _____ AM/PM

SHOULD YOU HAVE ANY PROBLEMS PLEASE CONTACT OUR CUSTOMER CARE CENTRE AT 0800 327.5040

HELPDESK HOURS ARE WEEKDAYS 8 AM to 10 PM & SATURDAYS 830 AM to 8 PM, SUNDAYS 10 AM to 2 PM