

VOICE SERVICE APPLICATION FORM

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Date: _____

RCP#: _____

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 _____

Address _____

Phone _____ Mobile _____ Fax _____

Current/Existing Email _____ SEND ALL NOTICES HERE

Postal Address _____

COMPLETE THE FOLLOWING (Tick all that apply. Fill in relevant details where applicable)**Internet i Provider** UNWIRED | CONNECT | KIDANET | OTHER _____ PLAN _____HOW MANY INT'L CALLS ARE MADE? _____ D | W | M CALL DURATION? _____ MIN TOTAL**TELL US ABOUT YOUR ENVIRONMENT (Tick all that apply, in consultation with your sales representative)** Pre-paid Phone Service user | I Call International Mobiles | Broadband Connection is near Phoneline | No Internet Avail.
 I Receive many International Calls | Want VoIP on my PBX in office**CHOOSE CALLING PLAN (tick applicable choice(s))****Talk** 50 | 150 | 350 | 500 | 750 (free minutes/mo)

Quantity _____

GoPhone (pay as you go service)

Quantity _____ (NOTE: plan must have an initial top, choose below)

TOP UP CREDITS (tick applicable choice(s))

- for calling mobiles and out of plan destinations \$10 Top up Qty _____
- fund calls after bucket minutes are exhausted \$20 Top up Qty _____
- Used for monthly service payment on-going \$50 Top up Qty _____
- \$100 Top up Qty _____

VIRTUAL PHONE NUMBER(S) Choose country for virtual phone listing

- AUSTRALIA [Sydney | Melbourne | Brisbane | Perth] ✓ Qty _____
- NEW ZEALAND [Auckland] ✓ Qty _____
- U.S.A [Preferred City/State _____] Qty _____
- UNITED KINGDOM [England | Scotland | Wales | Ireland] ✓ Qty _____
- CANADA [Preferred City/State _____] Qty _____

INITIAL SIGNUP COST:**Voicebox** \$ _____.**Activation** \$ _____.**Plan** \$ _____.**Virtual #** \$ _____.**Top-Up** \$ _____.**Total** \$ _____.
(due now)**RECURRING COST:**total due each month for service plan
\$ _____.
(next invoice)**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**RECURRING PAYMENT:** Direct Debit | Funded from Top-upLPO only accepted for initial payment, on business accounts, subject to mgt approval and credit reference check.
LPO not valid for recurring monthly service payments.

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. Unwiredvoice service is only available with purchase of an unwiredvoice box and plan. The two items are sold as one package, not individually
2. The service is pre-paid, and is funded by top-up credits.
3. You must ensure your account is topped up with sufficient cash credits to support monthly service fee roll-over, and out of plan/mobile international calling to country calling.
4. One time account activation fee applies to all accounts activated on the unwiredvoice platform. Use of TALK PLAN MINUTES and or CASH CREDITS does not start until the first call is made on an activated plan. This activation fee is NON REFUNDABLE once a plan is activated.
5. If you fail to recharge your Cash Balance and your monthly account fee is not covered as a result, your account will be automatically set to NO CALL status and you will not receive or be able to make calls. Recharging your balance will reactivate the account. TALK PLAN minutes will be pro-rated to adjust for the late recharge.
6. Accounts which remain in NO CALL state for 45 days will be closed. Closed accounts will loose all assigned Virtual Numbers & cash credit.
7. Users who's accounts are closed will have to re-activate new accounts. Activation fees will apply.
8. All unwiredvoice plans include a virtual phone number. On TALK PLANS you MUST choose a country in which you wish to activate your phone number. You can change this at any time during plan usage. GoPhone plans receive a default US Virtual number, you may purchase alternate country numbers if you wish.
9. You must have a broadband internet connection of minimum 256/128kbps to support 1 voip line. For optimal performance of VoIP and Internet usage a 256/256kbps plan is recommended.
10. On TALK PLANS each month you will receive your FREE TALK MINUTES refreshed to its original value (based on plan choice). The refresh of the bucket will only occur if the monthly fee is paid. The payment of the monthly fee is taken from available Top Up Cash Credit balance
11. TALK PLAN MINUTES are not rolled onto subsequent months. Unused minutes are simply refreshed to the full value of the bucket once the plan cycles every 30 days from time of first call activation.
12. Top Up Cash Balance does transfer from month to month as long as the unwiredvoice account is active and in use. Top Up Cash Credits which remain unused on an account for 120 days (no calls made in that period) will be voided and is non-refundable
13. You can up- or downgrade to another plan at any time during the course of a month, The system will automatically pro-rate your funds for a downgrade and issue the balance as Top-Up Cash Credits. Upgrades to higher plans may incur additional costs which need to be paid prior to upgrade.
14. TALK PLAN MINUTES are valid for in-plan destinations ONLY. Calls made to mobiles and/or out-of-plan destinations require Top Up Cash Credits to be posted to the unwiredvoice account. GoPhone plans require top up credits for all calls made.
15. Unwired Voice service is not a substitute for local calls within FIJI. It is an international calling alternative which offers low-cost call rates via the internet.
16. The unwiredvoice box can interface with your traditional telephone and service. In order to make international calls, dial as you would traditionally. To make local calls first dial ##, then the local telephone number. Local call charges will appear on your standard telecom bill.
17. UnwiredVoice Box (excluding power supply) is covered by 12 month warranty against defects. The warranty is in effect on the date the Service is commissioned.
18. Defective product should be reported within 7 days of notice and must be returned it original package in order for warranty to be honored.
19. Any equipment provided Free of Charge with an unwiredVoice account, must be returned on closure of account. Return must be in its original packaging with all materials. Failure to return equipment 7 days after account closure, will be considered consent to purchase and Unwired will issue an invoice for the retail sale value of said equipment. Return products will be subject to evaluation for damages.

- 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 for the chosen service offering & accessories or additional requirements as detailed on this application form.

PRINT NAME:..... SIGNATURE:.....

UNWIREDVOICE:) ACCOUNT DETAILS—Official use only.

Note: this information allows provides myaccount client portal access online <http://my.unwiredvoice.com.fj>

Assigned Customer # : _____ **Device MAC ID** : _____
Used as the login ID

Assigned PIN : _____
PIN is a 4 digit code which acts as a password to your account. It should not be released to anyone. You can change your pin by login to the my account center.