

Application form

Internal use only

Internal reference: **T W P**

Direct Debit received: Yes No Date: _____

Title: Mr Mrs Miss Ms Other

First name: _____ Surname: _____

Company name: _____ AF membership number: _____

Installation address: _____

Postcode: _____

Contact number: _____ Email address: _____

STANDARD INSTALLATION £199

Package	Download speed	Monthly data allowance	30 day rolling term	Select
Home	3Mbit/s	15GB	£15.99/month	<input type="checkbox"/>
Home Plus	8Mbit/s	Unlimited – Subject to fair usage	£22.99/month	<input type="checkbox"/>
Business	8Mbit/s	60GB	£25.99/month	<input type="checkbox"/>
Business Plus	10Mbit/s	Unlimited – Subject to fair usage	£50.99/month	<input type="checkbox"/>

FREE INSTALLATION

24 month term	Select
£19.99/month	<input type="checkbox"/>
£31.99/month	<input type="checkbox"/>

All of the above prices include VAT at the standard rate.

On completion of the contractual period, one month's billing notice is required for contract cancellation and all charges are to be paid up until the end of the notice period. Following cancellation of the agreement, all equipment previously provided will be collected.

Applied for Basic Broadband Subsidy Scheme: Yes No

Code: **B D U K**

Note, the minimum contract term if using the code is 12 months.

Desktop survey check list

Property: Owned *Tenant **A property owner consent letter will require completion confirming the property owner has been notified and agrees to the prospective installation.*

Property details: Single storey Two storey Three storey

Does the property have any restrictions which may prevent a receiver being fitted? (Eg cobb building, lime render, thatched roof etc): Yes No

Details: _____

Is the building listed: Yes No
 If yes, is there a non-listed section which would allow a receiver? Yes No

A listed building waiver letter will require completion if the installation is to proceed on any part of the listed building and it is recommended that the local conservation office is contacted for their approval.

Number of chimney stacks: _____ Are any chimneys shared: Yes No

How many? _____ (If yes permission will have to be gained from all owners)

Are there any high aerials: Yes No

Is the property on high land: Yes No

Is the property in a slight dip: Yes No

Are there trees surrounding the property which are higher than the property? Yes No

If yes, are there any clearings in the tree line? Yes No

Is the receiver to be fitted to any agricultural, out buildings or separate dwellings: Yes No

Details of the building: _____

Is there a power supply to the building: Yes No

If yes, what is the distance to where the broadband will be sited: _____

(Please supply photographs as this type of install is classed as 'non-standard' for which a quotation will be provided for additional equipment)

Any other information / comments which are relevant:

The next steps

- 1 Please sign and return this form by mail to AF Affinity Ltd, Honingham Thorpe, Colton, Norwich, NR9 5BZ or by email to admin@thinkingwisp.co.uk
- 2 Analysis of the Desktop Survey
- 3 Geographical survey
- 4 Successful on-site survey leading to:
 - a Standard installation or
- 5 Quotation for non-standard installation leading to:
 - a Installation or
 - b Agreement not progressed

KEY FACTS

The following details the Key Facts of entering into an agreement for a wireless internet service provided by thinkingwisp.

- 1 thinkingwisp is a next generation Wireless Internet Service provided by a partnership of Norfolk based organisations. Community Action Norfolk, AF Affinity and InTouch Systems have come together to provide communities with fast, reliable broadband connections.
- 2 AF Affinity provides the administration and payment handling services. InTouch Systems provides the installation and connectivity plus technical support.
- 3 A thinkingwisp standard installation will require an engineer to fit a wall mount and receiver to the property. Cabling will be fixed to external walls to bring the service into the property via a small hole drilled through the wall. This will terminate at a wireless access device in the designated room. Wi-Fi coverage inside the property may be limited by the internal structure and fabric of the building.
- 4 A non-standard installation will be advised at the point of on-site survey and a quotation provided for the additional work.
- 5 The obligation to provide the service is subject to survey. If a survey shows that the service cannot be installed or connected at the premises, the agreement will be terminated with no charge to the customer.
- 6 The property must be accessible with normal / roof ladders and any damage to roof tiles is not the responsibility of the installation company.
- 7 The customer is responsible for applying for any consents and permissions necessary for the installation of the equipment.
- 8 The customer or an authorised person must be present when the equipment is installed.
- 9 All equipment provided will remain the property of InTouch Systems and access may be required in the future to alter or replace the equipment previously provided. The customer must advise InTouch Systems in the event of any loss of or damage to the equipment and the customer will be responsible for the cost of replacing the equipment.
- 10 A fee of £75.00 is payable if the customer cancels a confirmed booking within 48 hours of the agreed appointment or if the customer is not at home when agreed or if relevant information is not provided at the time of application such as the property being listed.
- 11 Use of the service is subject to conditions including a fair usage policy and acceptable use policy.
- 12 Payment is by Direct Debit and will be collected by AF Affinity on the last Friday of the month. Invoices will be sent electronically unless otherwise specified.
- 13 Should the customer move to another address within the thinkingwisp service area, services can be moved to the new address subject to the service transfer charge. However, there is no guarantee that the service will be available at the new address.

Full terms and conditions of supply can be found on the thinkingwisp website at <http://www.thinkingwisp.co.uk/terms-conditions/> and by signing this document, you are agreeing that you have read and agree to be bound by these terms.

Name: _____

Signed: _____

Date: _____