

Client Registration form

Internal reference:

Title: Mr Mrs Miss Ms Other

First name: _____ Surname: _____

Installation address: _____

Postcode: _____

Email address: _____

Telephone: _____ Mobile: _____

AF member no. (if applicable): Company name: _____

Package	Download speed	Monthly usage	30 day rolling contract *	Select	Free install with term contract**	Select
Home	3Mbit/s	10GB	£15.99	<input type="checkbox"/>	£19.99 (24 months)	<input type="checkbox"/>
Home Plus	8Mbit/s	30GB	£22.99	<input type="checkbox"/>	£31.99 (12 months)	<input type="checkbox"/>
Business	8Mbit/s	40GB	£25.99	<input type="checkbox"/>		
Business+	10Mbit/s	Unlimited ***	£50.99	<input type="checkbox"/>		

Quote reference number:

*Standard installation is £199 inc VAT for 30 day rolling contracts.

**24 month contract on Home package. 12 month contract on Home Plus package.

***Subject to fair usage policy.

All prices include VAT at standard rate.

All non standard installs are exempt from the 30 day money back guarantee, you are advised if your install is non standard at the point of survey and additional work will be quoted for.

Other options tick box need adding:

Adult content filter (£2.95 per month) Online storage (£5.00 per month) VOIP (£9.99 per month)

Declaration

I confirm that I am able to enter into this agreement for the above premises and agree to be bound by the terms and conditions of these agreements, which can be found at www.thinkingwisp.co.uk.

Name: _____ Signed: _____ Date: _____

Please complete and return to: ThinkingWISP, c/o AF Affinity Limited, Honingham Thorpe, Colton, Norfolk NR9 5BZ

ThinkingWISP is a trading name of Thinking Rural CIC (company No. 06361946) a wholly owned trading company of Norfolk Rural Community Council Registered Charity No: 1056750. Company Limited by Guarantee Registered in England and Wales No: 3190820. Registered Address: Ambassador Way, Greens Road, Dereham, Norfolk NR20 3TL.

Key Facts

These terms and conditions set out the agreements between (1) you (**'you', 'the customer' or 'your'**) and (2) **Thinking Rural Community Interest Company** ('we' 'us', 'Thinking Rural CIC') (trading as **'Thinking WISP'**).

As part of providing you with the services under this agreement **Thinking Rural Community Interest Company** subcontracts aspects of the services you receive.

AF Affinity provides you with payment handling services.

InTouch Systems provides you with technical support, installation and connectivity.

All our services come with a no quibble 30 day money back guarantee. This starts from the date at which you are connected and receive the service. During this period you may cancel this agreement at any time by contacting us. We will terminate the service as soon as is practically possible. You will be refunded all charges and we will collect all equipment.

Outside the 30 day money back guarantee period you may end this **agreement** at any time after the **minimum period** by giving 30 days' notice in writing. You will continue to receive the service and be charged for it during the notice period. All non standard installs are exempt from the 30 day money back guarantee, you are advised if your install is non standard at the point of survey and additional work will be quoted for.

The minimum period that you must keep a **service**, begins from the **service start date**. This is 12/24 months dependant on broadband services taken with no installation fee. For Home Packages with an installation fee this will be 1 month. For all other additional optional services 1 month written notice applies.

Payment is by direct debit taken on the last Friday of the month or as otherwise agreed in writing.

Where we provide **equipment** to you it will be our property at all times and we may need to install, alter or replace it from time to time. For us to do this, we will need reasonable access to your **premises**.

Our obligation to provide the **services** is also subject to survey. If a survey shows that the **services** cannot be installed or connected at your **premises**, or if a non-standard installation is required, we may cancel any installation date we have given you and terminate these **agreements**. You will be notified of this as soon as possible after the survey.

By having the **services** provided by us installed in your **premises** and/or by using them you are providing your consent to use your personal information together with other information for the following purposes:

- a. providing you with the **services**, service information and updates;
- b. administration, credit scoring, customer services, training;
- c. tracking use of **services** (including processing call, usage, billing, viewing and interactive data);
- d. improving and developing the **services**.

Use of all services is subject to conditions including a fair use policy

Full terms and conditions are available on the ThinkingWISP website by signing this document you are agreeing that you have read and agree to be bound by these terms

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