

Global Telecom Broadband ADSL Order Form

Tel : 08700 55 56 57
 Fax : 08700 55 54 53

*To be used for Global Telecom Broadband Home Office 500/1000/20000 and
 Broadband Business 500/1000/2000 broadband products. V3*

Section A: Installation Address Details & User Contact Details

Technical Contact Name:	
Company Name (if applicable):	
Company Registration Number:	<input type="checkbox"/> or tick here if you are a residential
Business Description:	
E-mail Address:	
Daytime Telephone Number:	
Mobile Telephone Number:	
Service Telephone number The number of the telephone line on which you require broadband. This must be a BT line and the order will not be processed without this. If this is currently an ISDN line (BT ISDN2/e and BT Highway) this can be converted for broadband ADSL.	Number:..... This an existing BT analogue (PSTN) line <input type="checkbox"/> OR this is a current BT ISDN line <input type="checkbox"/> See Important Information relating to ISDN conversions before selecting this option.
Technical Contact Person and Telephone Number:	
Fax Number:	
Service Installation Address:	

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Section B: Customer Details and Invoice Address (if different from above)

Name / Company Name (if applicable):	
Company Registration Number (if applicable):	
Address / Company Registered Office Address	
Business Description:	
Invoice Contact Name	
Invoice Address (if different):	
E-mail Address:	
Telephone Number:	
Fax Number:	

Do you have an existing Global Telecom Account that you would like this service to be added to? (If not this service will be added to a new account number)?	Yes, my account number is:	<input type="checkbox"/> NO
Do you have an existing BT phone line? Please see notes to the right.	YES <input type="checkbox"/> NO <input type="checkbox"/>	The following are not suitable for an ADSL installation: PBX lines, BT VideoStream, BT DataStream, Pulse Metering Facilities, Coin box operate. ADSL may affect other services that are on the telephone line, such as security systems. Such services should be tested once ADSL has been installed.

Section F – Domain Name	
Domain Name required – you should list your first choice and 2 alternatives and read the notes below. e.g. yourcompanyname.co.uk	1. 2. 3.
Is this your existing domain name?	<input type="checkbox"/> YES I hereby authorise Global Telecom to host my existing domain name <input type="checkbox"/> NO If yes and held with another company, please see notes on transferring domain names (below).

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If you wish to have your Commercial Web Space enabled, please provide the details below:

Web Login (3-8 characters).								
Web password. (5-8 characters) ² .								

Important Information

Please note that you may be subject to a credit check. Appropriate information will be passed to the credit agency for this purpose. Your details will be passed to BT plc to allow them to provision the service. They will also may be passed to RIPE as part of a general requirement for provision of IP service within Europe. We cannot provide ADSL services to you without doing this. If you object then you should not order this service.

Global Telecom may at times wish to pass on the information you provide on this Order Form, including your postal or email address, fax and/or phone number(s), to carefully selected third parties. Both these third parties and ourselves may from time to time use this information to contact you regarding promotions and for marketing purposes for products and/or services we think you will be interested in.

If you DO NOT consent to Global Telecom contacting you by telephone or postal mail for these purposes, please tick here

If you DO NOT consent to Global Telecom contacting you by email for these purposes, please tick here

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We are entirely reliant on British Telecommunications plc for the provision of this service.

Install

Managed install products (Express Plus & Pro) require the router within 2 metres of the master phone socket and there must be 2 wall mounted power sockets within 2 metres of the master phone socket. BT will be unable to install the Equipment unless you provide this. Any extension cabling will be at the discretion of the BT engineer and will be surface mounted.

Re-grades

Please ensure that you ordering the correct ADSL service for you needs, as the re-grade/upgrade fee is £150.00 + VAT and is non-negotiable. In addition, once installed it is *only* possible to move the ADSL line within the same building and up to a maximum of 3 floors, for a non-negotiable fee of £90.00 + VAT (note: only applies to managed install Express Plus/Pro). Please note that re-grades between services will result in changes to your login and IP address ranges.

² Password should contain at least one uppercase character, one lowercase character and one digit – e.g. Xyzzy3

Domain names

New domain names must end in .com, .net, .org, .co.uk, .org.uk, or uk.com. In addition, if you represent a limited company (Ltd) or a public limited company (plc) you may request yourcompanyname.ltd.uk or yourcompanyname.plc.uk respectively. If you have an existing domain ending in .uk ask your current Service Provider to change the "IPS tag" to "DEMON" otherwise the transfer process will be delayed. If you have an existing domain ending in .com, .net or .org ask your existing Service Provider to acknowledge and action the transfer request we will send them. Please be aware that transfer procedures and time to process may differ between registrars, especially if we are not supplied with the relevant information. If you wish to transfer a domain registered to a company or individual other than that on this order/current Demon account please be advised that we will require the registrant to give written authorisation for the use of this domain by another party on company headed paper. Failure to provide this information may result in the delay of your order.

ISDN conversions

If your current phone line is a BT ISDN2/2e or BT Highway ISDN then this will need to be cancelled to receive Broadband services. If you select "Yes" for the conversion option in Section A then GLOBAL TELECOM will contact BT to arrange this for you.

- An engineering visit from BT will be required to change the line box (Network Terminating Equipment) at your premises.
- ISDN service cancellation will occur at the same time as broadband service provision in order to provide a near continuous service – although you should be prepared for a maximum of 4 hours downtime.
- Should the line be unsuitable for receiving broadband service then the ISDN service will be maintained at no cost.
- Please contact BT for costs relating to cancellation of the ISDN service - which will usually be charged as part of your BT line rental bill. Also note that any remaining minimum contract period on the ISDN service may incur costs directly from BT - so if necessary this should be checked with BT before ordering.
- After the change from ISDN to broadband any additional multiple subscriber numbers associated with the line will no longer be operational and only the primary number for the line will remain.

<p>Declaration by Customer:</p> <p>I acknowledge that I am 18 years of age or more, and that if I am signing on behalf of a company, I am an authorised signatory of that company. I confirm that I have read and understood the <i>Terms and Conditions for the Global Telecom Product Range</i> and agree that I or my company shall be bound by them.</p>	For Official Use Only
<p>Signature: Date:</p>	
<p>Print Name: Position in Company:</p>	

When Completed please fax to 08700 55 54 53