

ClearVoIP Broadband ADSL Max Order Form

Fax to 01707 871 679

Section A: Installation Address Details & User Contact Details					
Contact Name:					
Company Name (if applicable):					
Company Registration Number:					
Business Description:					
E-mail Address:					
Daytime 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.	Number: _____ This an existing BT analogue (PSTN) line <input type="checkbox"/>				
MAC Code (if applicable) Request a MAC Code from your existing supplier to allow the transfer of your broadband service.	MAC Code: _____ / _____ Current Supplier Name: _____				
Technical Contact & Telephone Number					
Fax Number:					
Service Installation Address:					
Section B: Customer Details and Invoice Address (if different from above)					
Invoice Contact & Telephone Number					
Invoice Address:					
Section C – Product (see Section F to help you decide if you need NAT or non-NAT)					
Service	NAT*	Non-NAT*	Installation (ex VAT)	Monthly (ex VAT)	Annual (ex VAT)
Broadband ADSL Business 2+ Pro			£ 40.00	£ 25.00	£ 300.00
Broadband ADSL Business 2+			£ 40.00	£ 23.00	£ 276.00
Broadband ADSL HomeOffice 2+	N / A		Free inc Modem	£ 19.50	£ 234.00
Broadband ADSL Business 8000			£ 50.00	£ 40.00	£ 480.00
Broadband ADSL Business 2000			£ 50.00	£ 34.00	£ 408.00
Broadband ADSL HomeOffice	N / A		Free inc Modem	£ 22.33	£ 267.96
* Tick either NAT or non-NAT only.					
Optional Router					
* Note all routers can only be sent to the installation address (as section A).					
Product	Tick if required	Purchase price (ex VAT)			
Speedtouch 510 4 port DSL router		£ 25.00			
Speedtouch 585 4 port wireless router		£ 50.00			
Microfilters (state number)		£ 6.00 each			
Section D - Additional Information - To be completed by ALL customers					
Login/Hostname (3-8 characters). * This hostname is a unique identifier for your Broadband account, and will also form part of your new ADSL Login					- a d s l
Connection password. (5-8 characters) ¹ .					
Please enter a security phrase – you will require this to make any changes to your account or to get technical support. (max. 26 characters including spaces)	Please use a short phrase that can easily be recalled such as your mother's maiden name				
Do you have an existing ClearVoIP 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.		

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¹ Password should contain at least one uppercase character, one lowercase character and one digit – e.g. Xyzy3– and must not start with a digit.

Section E – Domain Name (if applicable)											
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?	YES <input type="checkbox"/> I hereby authorise THUS plc to host my existing domain name NO <input type="checkbox"/> If yes and held with another company, please see notes on transferring domain names (in Section G).										
If you wish to have your Commercial Web Space enabled, please provide the details below:											
Web Login (3-8 characters).	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>										
Web password. (5-8 characters) ² .	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>										

Section F (if you have selected a NAT option please ignore this section)
Only applicable for customers selecting a non-NAT service.

Network Address Translation (NAT) option provides increased security and flexibility for networks that could grow fast or unpredictably over 18 months to 2 years.

NAT configuration:

- One static IP address
- Internal IP addresses for your network, providing increased security as only your router is Internet-facing
- POP3 mail delivery

Non-NAT configuration:

- A range of IP addresses depending on requirements
- SMTP mail delivery (requires a mail server on your network)

If you chose the non-NAT configuration, we strongly recommend that you also run a firewall on your network – and for optimum security this is recommended with any broadband service.

IP address requirements: non-NAT only
Only complete this section of the Order Form if you have selected a non-NAT service. All relevant fields must be filled in with as much information as you are able to supply. If any relevant fields are left blank we will be unable to process your Order.

IP addresses are assigned in accordance with guidelines laid down by RIPE (<http://www.ripe.net>). Please note that all IP assignments made by THUS plc are assigned Provider Aggregated (PA) and will remain with THUS plc if you choose to cease this service.

Please note: IP addresses assigned to other ClearVoiP products, or with other services with other providers, cannot be transferred to ClearVoIP Broadband products.

How many IP addresses do you require? (please tick only one.)
** Note the first usable IP address in each range will be assigned to the router.*

/30 (2 usable IP)	Suitable for a single computer, or a NAT device such as a proxy server or firewall requiring only one Internet-facing IP address to serve your network computers
/29 (6 usable IPs)	Suited to an environment in which several devices require an Internet-facing IP address for firewalls, servers etc.
/28 (14 usable IPs)	As directly above, but where a larger number of Internet-facing IP addresses are required
Other (please state)	Please provide requirements for any larger IP blocks

Please list the numbers and types of devices you intend to connect to the service:

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² Password should contain at least one uppercase character, one lowercase character and one digit – e.g. Xyzyz3

Section G - Order Payment Details

Please note that the payment method provided below will be applied to your existing accounts & services (if applicable). You agree that by completing the Order Form any existing balances from and future payments to existing accounts & services will be paid by this new payment method.

Payment by: **Direct Debit***

* If you are paying by Direct Debit please complete the Direct Debit Mandate enclosed

Please tick Payment frequency: Monthly Annual in advance

**ClearVoIP Ltd
Unit 37
The Enterprise Centre
Cranborne Road
Potters Bar
Herts
EN6 3DQ**

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.

ClearVoIP Ltd 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 ClearVoIP contacting you by telephone or postal mail for these purposes, please tick here

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

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

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.

<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 ClearVoIP ADSL Product Range</i> and agree that I or my company shall be bound by them.</p>
<p>Signature: Date:</p> <p>Print Name: Position in Company:</p>

ClearVoIP Ltd, registered office is at Unit 37, The Enterprise Centre, Cranborne Road, Potters Bar, Herts, EN6 3DQ.
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