

AIRWAVE INTERNET

Residential Application Form

Post completed form to
Airwave Internet, 8 Barryscourt Business Park, Carrigtwohill, Co. Cork—T45 HP63
Telephone 021 202 4000 — Email: info@airwave.ie



First name	<input type="text"/>	Last name	<input type="text"/>
Installation Address	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
Billing Address (if different)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
Post Code	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	How did you hear about us ?	<input type="text"/>
Mobile number	<input type="text"/>		
Contact Number	<input type="text"/>		
Email address (to be used for e-invoice)	<input type="text"/>	Date of birth (Security question)	<input type="text"/>

Broadband Service - Please tick service level required -

<input type="checkbox"/>	70Mbps / 7Mbps €60 per month	AirSpeed Advanced Up to 70Mbps / 7Mbps *Unlimited Download* Monthly fair usage 800Gb
<input type="checkbox"/>	50Mbps / 5Mbps €50 per month	AirSpeed Plus Up to 50Mbps / 5Mbps *Unlimited Download* Monthly fair usage 600Gb
<input type="checkbox"/>	30Mbps / 3Mbps €40 per month	AirSpeed Up to 30Mbps / 3Mbps *Unlimited Download* Monthly fair usage 450Gb

Add AirTalk ?

AirTalk
Low-cost Voip
Phone service

FREE Local,
National and UK
landline calls (up
to 1000min per
month)

Low rates for calls
outside bundle
No call setup fee

Add AirTalk*
€ 10 per month

**Upgrade to Fritz!
Box Dualband
AC/N 7530
Required for phone**

Upgrade € 20

Install fee of €150 due immediately—Monthly subscription invoice in advance thereafter

FREE Fritz!Box Dualband router included worth € 85 Option to Upgrade also!

Note: Installation and contract

- The standard installation assumes 2 hours labour and 20m cable.
- House owner to remain on site until job completion and sign off on work once completed
- Installation fee is payable on completion prior to engineer leaving
- In the event of internal Cat5/6 cable Airwave are responsible as far as our point of entry router
- 1 FREE router is included with the install—this has a 12 month warranty—should it require to be replaced after 12 months it is a chargeable unit
- Your monthly invoice will be emailed to you. We will bill you in advance for your broadband and phone service plus any calls made outside your bundle in the last month.
- This is a 12 month contract.
- 1 months notice is required for cancellation of service after the minimum contract period.
- In the event of cancelling service before the minimum contract period, you will be liable to pay all monthly fees for the remainder of your contract.
- All equipment remains the property of Airwave Internet and will be removed if the account is terminated except for the wifi router and PhoneBOX if you have purchased.
- Each package has a generous monthly download allowance up to which your broadband will work at full speed. Once this allowance is used, your broadband will be slowed down as a means of sharing capacity amongst all customers.
- Usage is subject to Fair Usage policy and as with all broadband, a personal firewall is highly recommended.
- Please refer to our terms and conditions including our privacy policy on our website - www.airwave.ie

Please confirm

I own these premises or I have received permission for installation of this equipment from the owner

Note: AirTalk Telephone Service

This is a telephone service that uses the Airwave network to carry your calls to the national phone trunk. It is totally independent of your existing copper wire based line.

- The AirTalk service costs just € 10 per month which includes FREE local, national and UK landline calls up to 1000 minutes per month. International and mobile calls are charged at competitive rates as listed on our web site.
- Upgrade to Fritz!Box Dualband 7530 for phone service for an additional €20 , total install fee €170
- We do not charge a call setup charge or a minimum call fee
- If you would like to keep your existing landline telephone number, please fill out the attached port request form
- Billing for Airtalk is monthly in advance plus calls made outside your bundle in the previous month.
- Airwave Internet take no responsibility for the use or abuse of the phone line and all calls made will be billed at the published rates.

This contract is made between Airwave Internet and you, the person named. We will supply you with the service and you are authorised to receive it via Airwave Internet wireless equipment subject to the Terms and Conditions of this contract. This application form is a legal agreement containing conditions of use of the service and exclusion of liability provisions. I have read, understood and accept the Airwave Internet Terms and Conditions. I am over 18 years of age.

Signature

Date

AIRWAVE INTERNET

Number Porting Form



This form will be used by Airwave to have your existing landline phone number ported from your existing phone provider to our AirTalk phone service

Number porting explained

- Your phone number is assigned to you and is independent of your telephone provider. This means that when you move from one provider to another, you can take your existing number with you.
- In our case, this means that you can keep your old number even though you no longer have an eircom line coming into your home/building.
- Once we receive this form, Airwave will submit this porting request on your behalf
- **You do not need to contact your existing provider**—the porting process will be done in the background
- Your previous provider will automatically disconnect your existing landline, issue you with a final bill and close your account with them

Existing telephone account details

First name

Last name

Address

UAN or Account Number

You can find your UAN or account number on your last bill from your previous provider

Numbers to be ported

Some services that work over a PSTN (physical) line may not work over an AirTalk (VoIP) line due to the digital nature of the AirTalk service.

Do you use your existing telephone line for your TV service, house alarm, credit card machine, fax machine or similar device ?

Yes No

If so, have you checked to ensure these devices are working prior to this porting going ahead ?

Yes No

By signing this form, I authorise you to close my account in respect of the above telephone numbers in conjunction with the successful porting of the those number to another operator. I confirm I have the authority to make this instruction on behalf of my household/company.

Signature

Printed Name

Date