

**UNWIRED WIMAX HOME CONTRACT AGREEMENT**Garden City, Raiwai | Private Mail Bag Suva | Tel 327.5040 | Fax 327.5045 | e-mail [salesteam@getunwired.com.fj](mailto:salesteam@getunwired.com.fj) | Web [www.unwired.com.fj](http://www.unwired.com.fj)

Date: \_\_\_\_\_, 2010.

**COMPLETE THE FOLLOWING (Tick all that apply. Fill in relevant details where applicable)****Intended/Required Internet Usage?**

EMAIL | SURFING | FILE TRANSFERS | VOICE/VOIP/SKYPE | VIDEO CONFERENCING | ONLINE GAMING  
MULTICASTING (MP3, STREAMING, MOVIES) | WEBSITE DEVELOPMENT/MGT/HOSTING | INSTANT MESSAGING  
NEWSGROUPS | VPN/RDP ACCESS | REAL TIME SERVICES (financial feeds, news, stocks) | OTHER/ PEER TO PEER (specify)

**CUSTOMER DETAILS (Please use block letters)****COMPANY DETAILS**

Company Name \_\_\_\_\_ (please attach copy of biz lic., with TIN#)

**PERSONAL DETAILS**

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Install Address \_\_\_\_\_

Postal Address \_\_\_\_\_

Phone \_\_\_\_\_ Mobile \_\_\_\_\_ Fax \_\_\_\_\_

Current/Existing Email \_\_\_\_\_  SEND NOTICES HERE**TELL US ABOUT YOUR ENVIRONMENT (Tick all that apply, in consultation with your sales representative)**

Coverage Zone Acceptable | Burglar Grills/Bars | Tinted Windows | Mosquito/Fly Screening | Dense/Lots of Follilage  
Man-made obstructions (large structures, metallic structures, sheds, warehouses, scaffolding, hurricane or security shutters)  
Geographic obstructions (dipping landscapes, below street level, on a slope, valley, hillside blocking) | Other.....please explain in detail

 I understand and accept that the above listed items may have an effect on signal reception and service performance .

Sign/Initial: \_\_\_\_\_

**CHOOSE YOUR SERVICE PLAN (Unwired may suggest suitable alternatives, tick applicable choice(s))**

Plan	Bandwidth	Cap(MB)	Monthly	Activation (One Off)		
				CPE	12 Months	24 Months
Xtreme	<input type="checkbox"/>	512/128	600	\$29.95		
	<input type="checkbox"/>	512/128	3500	\$49.95	Surfer	<input type="checkbox"/> \$149.95
	<input type="checkbox"/>	512/256	9000	\$79.95	Blade	<input type="checkbox"/> \$249.95 <input type="checkbox"/> \$125.00
	<input type="checkbox"/>	512/256	12500	\$89.95	Jupiter	<input type="checkbox"/> \$499.00 <input type="checkbox"/> \$249.95
	<input type="checkbox"/>	512/256	17000	\$99.95		

**DATA CAPS ON DOWNLOADS ONLY**

Your account will be throttled to 64/32kbps once you reach your data cap.

**INITIAL SIGNUP COST**

PLAN:\$ \_\_\_\_\_ - \_\_\_\_\_  
 ACTIVATION:\$ \_\_\_\_\_ - \_\_\_\_\_  
 TOTAL:\$ \_\_\_\_\_ - \_\_\_\_\_  
 (activation+first month prepaid)

**RECURRING CHARGES**RECURRING: \$ \_\_\_\_\_ - \_\_\_\_\_  
(next invoice) Data Bureau Check

Sales Rep: \_\_\_\_\_

**MODES OF PAYMENT**
 INITIAL:Cheque|Cash|Credit Card|EftPOS|LPO  
 RECURRING:Direct Debit|Credit Card

LPO only accepted for initial payment, on business accounts, subject to mgt approval and credit reference check.  
 LPO not valid for recurring monthly service payments. Personal cheque subject to credit check and approval  
Apply VAT Exemption|Other (see attached detail sheet)

**ACTIVATE INTERNET AND EMAIL ACCOUNT (COMPULSORY)**

**Note: username and password will be used to activate CPE and email account. Email account will be used as the default address for all billing and official notices**

**Requested Username** : \_\_\_\_\_

*Usernames can contain alphanumeric characters only (dash -) and (underscore \_)*

**Requested Password** : \_\_\_\_\_

*Password must be at least 6 characters in length and must include at least one numerical (0-9) as well as UPPER and lower case letters. If you do not choose a password, a default will be assigned. Contact our helpdesk to have this changed at any time.*

**JUST A FEW QUESTIONS TO HELP US IMPROVE & SERVE YOU BETTER**

**Did our sales experience meet your expectations?**

UNSATISFACTORY| SATISFACTORY | VERY GOOD | EXCELLENT| ABOVE EXPECTATIONS

**Any Suggestions for improving our customer service?**

.....  
**Would you refer Unwired to others?** YES NO If yes, name at least 2 references with contact details:

Ref Name/Company:.....

Contact Phone..... Contact Email.....

Ref Name/Company:.....

Contact Phone..... Contact Email.....

**CONTRACT TERMS AND CONDITIONS: (Summary of key points...for detailed outline refer to extended T&C)**

The standard extended terms, conditions and acceptable usage policy remains applicable in addition to:

1. This agreement applies to a service term of 12 MONTHS | 24 MONTHS
2. The initially chosen Service Plan has to be maintained for duration of the listed contract term.
3. Upgrading to higher level service plans is allowed at any time during contracted term at no charge. Downgrading to original plan after upgrading will entail a service fee of \$20. Downgrading to a plan lower than initial signup plan is not allowed.
4. Unwired Fiji reserves the right to change plan pricing and features. A written notice will be issued 30 days prior via email. Customer is required to provide notice via reply email should these changes be unacceptable and cancellation during this period is free of penalty. However, should we not receive any notice during this 30 day period, Unwired will assume that the changes have been fully understood and accepted and the remaining contract period and terms and conditions continue henceforth.
5. Cancellation of service prior to the full term being reached is subject to a cancellation fee; said cancellation fee being the equivalent of your original activation fee at time of signup and 2 months subscription plus any outstanding service or usage charges due at time of cancellation notice.
6. Customer is required to provide a minimum of 30 days notice for cancellation of service. Failure to provide notice within that timeframe will constitute a continuance of the service & recurring charges will apply. If a renewal bill has been issued prior to receipt of notice, that bill is due and payable prior to cancellation.
7. Accounts are active same day. All billing is electronically sent to the nominated email address 10 days in advance of due date.
8. Billing follows the calendar month. Initial month subscription is prorated for the remaining time and thereafter following the calendar month.
9. Accounts which are outstanding are subject to disconnection of service. A \$20 reconnection fee applies.
10. Account will be Automatically THROTTLED to 64/32 kbps once you have reached your Datacap for the particular month.
11. TOP UP usage is only valid within the month of purchase. TOP UP reverts to original service plan speed however this expires once Topup usage finishes and account goes to throttle me again.
12. All usage (Data Caps including Top Ups) expires at the end of the month and do not carry forward to the next month.
13. The CPE/Dongal and additional equipments supplied by us for the successful delivery of our services shall remain the property of Unwired. Upon ceasing your service with us, all equipment must be returned in the original boxed package with all original included items and in working condition. Non-compliance with this clause may result in additional fees for replacement or repair.

- I, the undersigned hereby certify that the information provided is factual & correct to the best of my knowledge.
- I certify and confirm that I have fully read, understand and accept all Terms and Conditions of service as provided by Unwired Fiji and am in agreement with, and full acceptance of the total listed requirements (financial and contractual) for the chosen service offering & accessories or additional requirements as detailed on this application form.

PRINT NAME:..... SIGNATURE:.....

DATE:..... COMPANY SEAL/STAMP:

**THANK YOU FOR CHOOSING UNWIRED AS YOUR INTERNET SERVICE PROVIDER.  
SHOULD YOU HAVE ANY PROBLEMS PLEASE CONTACT OUR CUSTOMER CARE CENTRE:**

**0800 327 5040**

**HELPDESK HOURS ARE WEEKDAYS: 8am-10pm, SATURDAYS: 830am-8pm, SUNDAYS: 10am-2pm**