

# Subscriber Agreement



Bounce Broadband Ltd  
17 Gandon Court,  
Fairgreen SC  
Portlaoise, Co. Laoi  
Phone: 044 93 62641

<b>Subscriber details (Installation address)</b> Customer Name _____ Address _____ _____ _____	Phone _____ Mobile _____ Email _____  <b>Please note:</b> <i>We cannot process your application without a valid working email address. This is the email address where your initial and recurring monthly invoice will be sent.</i>
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Home Packages	Speed (Down / Up)	Contention Ratio	Connection Fee (including VAT @ 13.5%)	Monthly Service Fee (including VAT @ 21%)	Installation Fee (Connection Fee + First Monthly payment Payable at Installation)	Which service do you require? (Please tick)
Home Starter	512Kb/512 Kb	24 / 1	€ 185.00	€ 20.00	€205.00	<input type="checkbox"/>
Home Plus	1mb / 1mb			€ 29.00	€ 214.00	<input type="checkbox"/>
Home Advanced	2mb / 2mb			€39.00	€224.00	<input type="checkbox"/>

Business Packages	Speed (Down / Up)	Contention Ratio	Connection Fee (Excluding VAT @ 13.5%)	Monthly Service Fee (including VAT @ 21%)	Installation Fee (Connection Fee + First Monthly payment +VAT Payable at Installation)	Total Including VAT	Which service do you require? (Please tick)
SoHo Standard	2mb / 2mb	10 / 1	€ 280 +VAT (€37.80)	€ 49 + VAT (€10.29)	€ 329 + VAT (€48.09)	€ 377.09	<input type="checkbox"/>
SoHo Professional	3mb / 3mb			€ 69 + VAT (€14.49)	€ 349 + VAT (€52.29)	€401.29	<input type="checkbox"/>

**Standard installation = Subscriber unit, mounting bracket, 6<sup>ft</sup> pole, 15 metres of cable & maximum 2<sup>1/2</sup> hrs labour. (SoHO = Small office/Home office)**

**Please note: Your installation cannot proceed until **all** necessary forms have been completed properly. Please complete and return this form and the Direct Debit Mandate form attached.**

*By signing hereunder, you acknowledge that you have read, understand and agree to abide by Bounce Broadband Ltd 'Terms and Conditions' and 'Fair Usage Policy' as outlined on our website. A copy of these terms and conditions are also available on request. A site survey is required before an installation can proceed. The cost of the survey €30.00, is payable at the survey stage directly to the engineer conducting the survey. If following a site survey, you are able to access our services and wish to proceed, the Installation Fee (less the cost of survey if already paid) & the 1<sup>st</sup> Monthly Subscription is payable to the installer upon completion of the installation. Once installed and connected, a monthly invoice will be emailed two weeks prior to debiting the subscription fee from your account. This invoice/deduction process will continue until such time as you wish to terminate the agreement. You can cancel this agreement at any stage following the initial 12 months subscription period, by sending written notification to your bank and Bounce Broadband Ltd at the address printed below. Bounce Broadband Ltd retain ownership of all equipment installed on customers site (with the exception of Network Home Plugs where sold).*

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

**PLEASE RETURN TO: Bounce Broadband Ltd, 17 Gandon Court, Fairgreen SC, Portlaoise, Co. Laois**

<b>This section to be completed by Installation Engineer</b> Equipment Installed:                      Signal Level & Rate Wi-Pipe Mesh / Custom CPE <input type="checkbox"/> _____ Standard Wi- Pipe CPE <input type="checkbox"/> _____ Nanostation <input type="checkbox"/> _____ Wi-Pipe Mesh / Bullet CPE <input type="checkbox"/> _____ Access point/relay: _____ Payment Method: _____	Co-ordinates/Directions/ Special Notes: _____ _____ _____ _____ Extras: _____ Total Cost of Install: _____
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# Direct Debit Mandate Form



**Bounce Broadband Ltd**  
 17 Gandon Court,  
 Fairgreen SC  
 Portlaoise, Co. Lao  
 Phone: 044 93 62641

Please complete parts 1 to 4 below to instruct your Bank to make payments directly from your account. Then return the completed form to:

**Bounce Broadband Ltd., 17 Gandon Court, Fairgreen Shopping Centre, Portlaoise, Co. Laois.**

## Instruction to your Bank to pay Direct Debits

### 1. To the Manager: (Please write the name & full address of your bank & branch)

Bank: \_\_\_\_\_  
 Branch: \_\_\_\_\_  
 Postal Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Originators Identification Number (OIN)	<b>305575</b>
Originators Reference (Max 18 chars)	<b>Bounce Broadband</b>

- I instruct you to pay Direct Debits from my account at the request of **Bounce Broadband Ltd.**
- I confirm that the amounts to be debited are variable and may be debited on various dates.
- I shall duly notify the Bank in writing if I wish to cancel this instruction.
- I shall also so notify **Bounce Broadband Ltd.** of such cancellation.

### 2. Name on Account that will be debited monthly

### 3. Sort Code

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### Account Number

#### The Direct Debit Guarantee

- This is a guarantee provided by your own Bank as a member of the Direct Debit Scheme, in which Banks and Originators of Direct Debits participate.
- If you authorise payment by Direct Debit, then
  - Your Direct Debit Originator will notify you in advance of the amounts to be debited to your account
  - Your Bank will accept and pay such debits, provided that your account has sufficient available funds
- If it is established that an unauthorised Direct Debit was charged to your account, you are guaranteed a prompt refund by your Bank of the amount so charged.
- You can cancel the Direct Debit Instruction in good time by writing to your Bank

### 4.

Signature (s).....

Print: .....

Date: .....

