



ZOOM WIRELESS BROADBAND REGISTRATION FORM

Date: ____/____/____

Customer Details:

Company _____ Designation _____

First Name _____ Last Name _____

Identification: (select one and provide details)

- Passport Number: _____ Expiry date: _____
- Driver's License Number: _____ Expiry date: _____
- Other: (Please Specify) _____ Expiry date: _____

Physical Address: _____ Postal Address: _____

Telephone (Work) _____ Telephone (Home) _____

Telephone (Mobile) _____

Email Address (Required for Billing) _____

Plan Details: (Select Only One)

RESIDENTIAL PLANS

<input type="checkbox"/>	Home Lite	1GB	Max 512Kbps	.25 /mb excess	\$99
<input type="checkbox"/>	Home Easy	2GB	Max 512Kbps	.25 /mb excess	\$149
<input type="checkbox"/>	Home Plus	3.5GB	Max 512Kbps	.25 /mb excess	\$249
<input type="checkbox"/>	Home Surfing	5.5GB	Max 512Kbps	.25 /mb excess	\$449

Shaping available for Homelite plans only (no excess charges)

Shaping: YES NO

COMMERCIAL PLANS

<input type="checkbox"/>	Sonic Basic	1.5GB	Max 1Mbps	.20/ mb excess	\$199
<input type="checkbox"/>	Sonic Plus	3GB	Max 1Mbps	.20/ mb excess	\$395
<input type="checkbox"/>	Sonic Load	5.5GB	Max 1Mbps	.20/ mb excess	\$745
<input type="checkbox"/>	Sonic Pro	7.5GB	Max 1Mbps	.20/ mb excess	\$999

Access Details:

Username _____ Password _____

Alternative Username _____ Password _____

Optional Samoa.ws Email Account:

Email address _____@samoa.ws Username _____ Password _____

Payment Details:

Cash Cheque Credit Card Eftpos Initial Payment Amount \$ _____



Zoom Terms and Conditions

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

1. **General Conditions.** This agreement applies to a service term of 12 MONTHS. At the expiry of the initial term (or any subsequent term) either party can terminate the agreement by providing two months written notice to the other. If neither party does so, the agreement continues to exist for another 12 months under the same terms and conditions.
2. Samoa.ws reserves the right to change plan pricing and features at any time; and further reserves the right to pass these on to the client during the term of this contract.
3. **Changing Plans.** Customers are permitted to upgrade Zoom plans at any time.
4. **Cancellation of service.** Customers are required to make payment for any outstanding service or usage charges due at time of cancellation notice. 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. Customer is required to return all equipments (CPE and Parabolic) upon discontinuation of your internet account or pay for the equipment cost.
5. **Account activation.** Accounts are activated on the same day, except where prior testing for signal strength and reception has been requested. All billing is electronically sent to the nominated email address. Relocation are subject to a \$150.00 fee.
6. **Availability.** Zoom wireless broadband is not available in all areas and factors including certain man-made and geographic obstacles may have an effect on signal reception and service performance.
7. **Equipment.** The zoom / CPE indoor/outdoor unit equipment remains the property of CSL for the duration of the contract. Equipment must be returned in good working condition upon termination of service.

The Zoom modem / carries a restricted warranty against defects. This restricted warranty excludes defects caused as a direct result of human misuse/abuse/accidental damage/neglect, unauthorised modifications or usage in combination with non-related services. In such cases, Samoa.ws is not liable to provide a replacement or repair service and customer must pay for replacement unit.

Customers must ensure that either a power surge adaptor or Uninterruptible Power Supply unit is used together with a Zoom modem at all times to ensure protection from electricity fluctuations. The modem is self-installable. However, you may request installation assistance from Samoa.ws.

8. **Connection speeds.** Residential Plans have a maximum speed of 512K. Commercial Plans have a maximum speed of 1Mbs. Actual speeds may vary from time to time and Samoa.ws does not guarantee you will reach the maximum speeds.

9. **Data (megabyte) usage.** Data usage is calculated on the volume of data, which passes through your Zoom connection (download/upload).

If the specified monthly data allowance is exceeded, the excess megabyte rate specified for each plan will be applied to each excess megabyte (or part thereof) used. Excess data usage is charged in addition to the recurring monthly rate for each Zoom plan.

Any unused portion of your monthly data allowance will not be accumulated and will not be refunded. You may monitor your daily usage online however, note that this feature may not always show your usage in real time.

Your **Homelite Plan** service speed will be throttled to 64Kbps when you reach your data cap depending on your plan purchased. Data cap is total of uploads and down loads.

10. **Outstanding accounts.** All accounts outstanding by 60-days or more are subject to disconnection of service.

I, the undersigned hereby certify that the information provided is factual & correct to the best of my knowledge.

I hereby authorise CSL Samoa.ws to perform all necessary credit/reference checks and activities towards the approval of my account.

I certify and confirm that I have fully read, understand and accept all Terms and Conditions of service as provided by CSL Samoa.ws and I am in agreement with, and full acceptance of the total listed requirements for the chosen service offering & accessories or additional requirements as detailed on this application form.

I understand that Samoa.ws will not be held responsible for loss of data or damage to data and equipment caused by viruses resulting from using Zoom.

I agree and acknowledge that I am responsible for the content of all material accessed when using Zoom.

PRINT NAME: _____

Signature: _____

Date: _____