

# Zoom Wireless Broadband Signup Form

## Contact Information - COMMERCIAL USER

CONTACT PERSON

**First Name:** \_\_\_\_\_

**Last Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

COMPANY DETAILS

**Company Name:** \_\_\_\_\_

OR

## Contact Information - RESIDENTIAL USER

**First Name:** \_\_\_\_\_

**Last Name:** \_\_\_\_\_

**Identification type:** Passport Driver's Licence Other \_\_\_\_\_ (please specify)

**Identification number:** \_\_\_\_\_

**Physical Address:** \_\_\_\_\_

**Postal Address:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Mobile:** \_\_\_\_\_

**Email:** \_\_\_\_\_

### Zoom Plan and Payment Details

#### 1. Zoom Plan Type

Specify your plan type and include the corresponding monthly rate.

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\$ \_\_\_\_\_

#### 2. Onsite Connection Setup

CPE indoor unit is self-installable. Installation guide provided. On-site physical installation requires extra cost

EST.\$ \_\_\_\_\_

\$ \_\_\_\_\_

#### TOTAL SIGNUP COST:

**Initial Payment Method:** Cheque Cash Credit Card EFTPOS

\$ \_\_\_\_\_

#### RECURRING MONTHLY COST:

Zoom Plan

\$ \_\_\_\_\_

### Access Details

#### Login Details

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

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

#### Email Account

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

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

**Please confirm an email address for billing purposes:** \_\_\_\_\_

**Zoom Terms and Conditions**

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**. 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 change Zoom plans at any time.
4. **Cancellation of service.** For contract customers, cancellation prior to the full term being reached is subject to a cancellation penalty; the said cancellation penalty being **30% of the total recurring monthly plan for all months remaining in the contract**, plus any outstanding service or usage charges due at time of cancellation notice. Client 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. Client is required to return the CPE unit to CSL in working condition, or pay a penalty fee.
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. Set-up/reconnection/relocation requests are subject to a 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. Customers who cannot receive adequate reception at their primary location due to factors beyond their control shall be entitled to a full refund provided all Samoa.ws equipment is returned in a satisfactory state within 30 days from the date of service activation.
7. **Equipment.** CPE indoor and/or outdoor unit 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. Customers must ensure that either a power surge adaptor or Universal 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 for an additional cost of WST90.00. The CPE indoor/outdoor unit remains the property of Samoa.ws and must be returned in good working condition upon termination of service.
8. **Connection speeds.** The maximum download/upload speeds for your connection are specified in the residential and commercial plan tables. 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.
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 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 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:** .....

**Internal Use Only**

**CPE Serial Number:**

**CPE Unit Number:**

**Platypus**

**Wimax**

**Zoom Plan:** \_\_\_\_\_

**Mac Address:** \_\_\_\_\_

**Posted by:** \_\_\_\_\_

**Posted by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Date:** \_\_\_\_\_