



Airtime Application Form

Wireless Logic Ltd
 Network House
 Globe Park, Marlow
 Bucks. SL7 1EY
 Tel No: 08448044111
 Fax No: 08704321962
www.wirelesslogic.co.uk
 Form 01/10.01

Account Number _____
 Account Manager _____

Date _____

Customer Details

Business Details	Private individual - selfemployed/sole trader
Company Name _____ Reg. Office Address _____ _____ _____ Post Code _____ Telephone _____ Fax _____ Email Address _____ Co. reg. no. _____ VAT reg. No. _____ Contact Name _____ Contact Position _____	Title _____ First Name(s) _____ Last Name _____ DOB ____/____/____ Current Address _____ _____ _____ Post Code _____ Home Telephone _____ Home Fax _____ Daytime Telephone _____ Email Address _____ Time at this address Years ____ Months ____ <i>if less than 3 years please provide previous address</i>
Invoice Address <i>if different to above</i>	Previous Address _____ _____ _____ Post Code _____
Post Code _____ Telephone _____ Fax _____	

Shipment Requirements

FAO _____ Delivery Address _____ _____ _____ Postcode _____	Email Address For Confirmation Of Order _____ _____ Email Address For Invoices _____ _____
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Airtime Agreement

Length of Contract _____ * Min 24 months Number of SIMS _____ Network (VF/O2/O2 Ireland/Orange/Glo _____)

Order Requirements

Shipped Active (Yes / No) # Int Roaming Enabled (Yes / No) Data No. Required (only required if using CSD (Yes / No)
 Fax Number Required (Yes / No)

Please allow 24 hours for activation of live SIMs. If you are receiving SIMs inactive, please allow a minimum of 48 hours notice for activation. All SIMs are shipped with Intl Roaming barred as standard unless specified otherwise
*** Please note that Roaming charges vary from Network to Network. Please see Section 14 of our Ts and Cs for billing increments.**
Please note that all SIMs are subject to a minimum delivery charge of £5.00 (excl. VAT)

APN Details

Private APN or Public APN _____
 Please state name of private APN **if not** using Wireless Logic's private APN _____
 Do you require Fixed IP or Dynamic IP _____ Do you require a Fixed Private IP or Fixed Public IP* _____

Tariff Details *

Line Rental (per SIM) _____ Inclusive Items _____
 International Roaming (per Mb) _____ Additional Data charges (per Mb) _____
 SMS charges (per SMS) _____ Voice Required (Y / N) _____ CSD calls (per min, peak/ off peak) _____

*** Please complete all fields. If fields are left blank then charges as per the prevailing price list will be charged**

Customer Agreement

This contract is for a minimum of 24 months (unless specifically noted) and thereafter subject to one months written notice
 The customer hereby acknowledges that signing this agreement confirms acceptance of the terms and conditions herein

Authorised signature(s) _____	Complete if Business User
Print Name _____	Position _____
Date ____/____/____	Purchase Order ref _____

Private Individual must sign, Self Employed / Sole Trader, the business owner must sign. Ltd/Plc under 50 employees, a partner must sign. Over 50 employees an authorised signatory must sign



Instruction to your Bank or Building Society to pay by Direct Debit



Please fill in form and send to: Wireless Logic Ltd, Network House, Globe Park, Marlow, SL7 1EY

Name and full postal address of your bank or Building Society

To: The Manager Bank/Building Society

Address

Post Code

Name(s) of Account Holder(s)

Branch Sort Code **Bank/Building Society account number**

Originator's Identification Number

4	2	4	7	4	1
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Reference

Instruction to your Bank or Building Society

Please pay Wireless Logic Ltd Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Wireless Logic Ltd and, if so, details will be passed electronically to my Bank/Building Society

Signature(s)

Date

Banks and Building Societies may not accept Direct Debit instructions for some types of account

This guarantee should be detached and retained by the Payer



The Direct Debit Guarantee

This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.

If the amounts to be paid or the payment dates change Wireless Logic Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed.

If an error is made by Wireless Logic Ltd or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.

You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us

Wireless Logic Ltd Network House Globe Park Marlow Bucks SL7 1LY

Tel: 08709 220099. Fax: 0870 4321962

e-mail: enquiries@wirelesslogic.co.uk

Registered in England and Wales reg. no. 03880663

TERMS AND CONDITIONS

1. Terms used in these terms and conditions

Words appearing in bold type in these terms and conditions have special meanings as set out below.

The agreement is these terms and conditions, the airtime agreement and the connection schedule in accordance with which we permit you to use the SIM card(s) and agree to provide services to you

The dealer is a person who may have sold equipment to you.

The equipment is the mobile phone(s), GPRS Modems or other related items provided by us or by any dealer for use with the services.

The minimum period is the period for which you have agreed to receive the services as set out in the airtime agreement and starting on the date we connect you to the services and any extensions to it made pursuant to this agreement.

The network is the mobile telecommunications network to which each SIM card supplied under this agreement is connected.

The services are mobile telecommunication services obtained from our telecommunications network provider as specified in the connection schedule and provided to you.

The Subscriber Identity Module or SIM card is supplied by us or the dealer and allows you to use the services. Each SIM card supplied by us remains our property or the property of our telecommunications network provider.

The subsidy (if applicable) is the amount we pay the dealer in return for you entering into this agreement and/or the amount by which we have subsidised the purchase cost of equipment sold by us.

The tariff is the charge plan you have chosen specified in the connection schedule and/or airtime agreement which determines the service charges you pay us. Details of the tariff are found in the connection schedule/airtime agreement associated with this agreement.

2. Your right to cancel

You have the right to cancel this agreement at any time from the date you sign the customer agreement until we commence provision of the services by writing or by sending a fax to us. You consent to us commencing provision of the services as soon as reasonably possible. You acknowledge that if you cancel the order in this way we may recover the amount of any subsidy from you unless we are able to recover it from any dealer.

3. The services

(a) We shall do our best to provide the services to you, but our ability to do so may be affected by circumstances beyond our control. These include but are not limited to: the capability of the equipment; the number of people using the network; geographic or atmospheric conditions; maintenance requirements or equipment failures. Any coverage maps are a best estimate, but not a guarantee of coverage.

(b) We may at any time set a limit on an amount of service charges you incur during each billing period or place a bar on the SIM card being used on overseas networks. If you want to vary any such limit or release any such bar you should contact us. You acknowledge that we may undertake credit checks to determine your creditworthiness and that we may refuse to vary any such limit or release any such bar.

(c) We may at any time require the payment of a non-interest bearing deposit: (i) as a condition of delivering the services to you; or (ii) to release any bar on the SIM card being used on overseas networks or (iii) as a condition of increasing any limit we impose on the amount of service charges you incur. The deposit will not exceed more than 4 months service charges calculated by reference to your actual usage of the services or, if you have not used the services for at least 4 months, on the basis of the information you gave to the dealer or Wireless Logic when purchasing the equipment or in the existing airtime agreement. Any deposit paid by you will be repaid when this agreement ends or earlier if we agree (but we may in these circumstances reinstate any bar or limit).

4. Paying for the service

(a) You shall pay the service charges for the tariff you have chosen by direct debit. If you cancel the direct debit set up for payment of service charges we may impose an administration charge of £25. In these circumstances, we may also impose a surcharge of £2.50 per month to reflect our additional costs in processing non-direct debit payments. All non-direct debit payments shall be paid within 14 days of the date of our invoice. We may impose a surcharge of £15 for late payment of any invoice or if a direct debit is returned unpaid.

(b) We reserve the right to charge interest on late payments at the rate of 2% above the base lending rate of 2% above the base lending rate of Barclays bank from the date the amount becomes due to the date of payment by you in full.

(c) You shall notify us of any billing queries within one month of the date of the invoice upon which the query arises and shall not withhold payment of any service charges set out in the queried invoice, or any invoice, by reason of your billing query until it has been resolved by us.

(d) All figures in this agreement are expressed exclusive of value added tax.

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TERMS AND CONDITIONS - Continued

5. Your responsibilities

(a) You must (i) keep to any conditions we set regarding the use of the SIM card(s) or equipment (ii) tell us immediately if your name, address, bank account or credit card details change; (iii) tell us immediately if your SIM card(s) or equipment is lost or stolen and write or fax to confirm the details. You acknowledge that if your SIM card(s) or equipment is lost or stolen, you will not be responsible for any call charges incurred after you have notified us of that fact but will be responsible for any call charges incurred beforehand.

(b) You must not: (i) use the SIM card or equipment (or allow it to be used) for any illegal purpose. We may report the incidents to the police or any other relevant official organisation; or (ii) use any equipment that has not been approved for use on the network. If you are not sure whether the equipment is approved, you may contact us.

6. How you can end this agreement:

You can end this agreement in its entirety or part only insofar as it relates to the services delivered in respect of a particular SIM card in the following circumstances:

(a) immediately if we break this agreement and cannot correct the situation within 14 days of you telling us about the break; or

(b) by giving us 30 days' written notice given to us at the address at the top of this page.

7. What you have to pay when you end this agreement

(a) If you end all or part of this agreement under 6(a) above, you will only have to pay the service charges to the date this agreement ends.

(b) If you end all or part of this agreement under 6(b) and the minimum period has ended we will (i) charge you £15 for the cost of disconnecting the relevant SIM cards from the network; and (ii) charge you service charges to the end of the month that the 30 day period ends unless that period ends later than the 10th day of a month, in which case service charges will be payable up to the end of the following month.

(c) If you end all or part of this agreement under 6(b) and the minimum period has not ended you shall pay to us an amount being the sum of: (i) the profit we would have made from your use of the ended services from the date of ending to the end of the minimum period (calculated by reference to your past use of the services).

8. Changes to the services

(a) You can apply to port/migrate the mobile phone number(s) relating to SIM card(s) to another network but we may charge you an administration fee of £25 in addition to any charges for termination that may be applicable under 7 above.

(b) If the law changes or VAT or any other tax is increased, we can change the terms of this agreement accordingly by giving you notice.

(c) We can change the service charges at any time. If we increase the service charges in excess of the current retail price index, you can end this agreement by giving us written notice. You will then only have to pay invoices for the services that you already owe. This agreement will end 30 days after we receive your written notice. During the notice period the previous services charges will apply.

(d) It is unlikely, but we may need to change your mobile number or other number from time to time. We will let you know if this is the case.

9. How we can end this agreement:

(a) We can end this agreement immediately if you become bankrupt, insolvent or go into liquidation or if you enter into a voluntary arrangement or have a receiver or an administrator appointed over any or all of your assets. We do not have to give you notice in these circumstances.

(b) We can also end this agreement: (i) if you break this agreement and do not correct the situation within 14 days of us telling you about the break; (ii) if the network closes down for any reason; (iii) if you give us false information.

10. What you have to pay when we end this agreement:

If we end this agreement under 9 (b)(ii), you will only have to pay the service charges you already owe. If we end this agreement for any other reason, you will pay all the charges as if you had ended the agreement under 6(b).

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TERMS AND CONDITIONS - Continued

11. When we may suspend the service

We may suspend the service if:

- (a) the network fails or if modification or maintenance work is being carried out, or if the network is unavailable for any reason;
- (b) if we do not receive full payment on time;
- (c) if we think or know your equipment or SIM card(s) is being used fraudulently or illegally or if they have been lost or stolen.

If the service is suspended under 11(a) for more than 3 days running, you will not have to pay line rental for that period. If the service is suspended under 11(b) and if you wish to be reconnected, we may require you to pay an administration charge of £30.00 in addition to all arrears.

If the service is suspended under 11(c), you will still have to pay the service charges.

12. What we are liable for

- (a) We shall be liable for death or personal injury resulting from our negligence.
- (b) If we break this agreement or are negligent we will not be responsible for the losses you suffer as a result.

13. Transferring this agreement

- (a) You may not transfer all or any part of this agreement to anyone else without our consent this agreement is personal to you but please contact us if you want to transfer your SIM card(s) or equipment to someone else (subject to a satisfactory credit check).
- (b) We can transfer all or any part of this agreement to someone else.

14. Roaming Charges

Please note that Networks vary their Roaming charges dependent on location of SIM and whether roaming is on preferred or non-preferred networks.

a) Vodafone SIMS - Vodafone SIMs are billed in 200KB increments on Public or Internet APNs. If a private network is selected (as per Wireless Logic's) then billing increments are billed in 1KB increments on Vodafone and partner networks and 10KB increments on non Vodafone or partner networks.

b) O2 SIMs - O2 SIMs are billed in 10KB increments on non -preferred networks and 1KB on preferred networks.

However, when roaming there is a minimum charge for data usage of 200kb per day (24 hours ending midnight UK time), per APN and per foreign network operator,

15. Disputes and the Law

(a) This agreement is governed by English law. Please contact us should you have any complaint to make regarding the service. If you are not happy with the way we deal with any complaint and you want to take court proceedings, you must do this in England.

