

Home User Broadband Application (18 Months)

Type of application

Please select the option that best describes you

- I don't have an internet connection and I would like Broadband with **edonline**
- I use Dial-Up Internet and I want to upgrade to **edonline** Broadband
- I already have Broadband and I want to switch to **edonline**

Current ISP? _____

18 MONTHS

Package selection

Please select the Broadband package you are interested in

- biged** unlimited
Unlimited broadband, static IP address, web-space, e-mail accounts

£25 per month

ALL PRICES INCLUDE VAT

SPECIAL OFFER—Only Available on 18 Month Contracts

FREE CONNECTION, plus 6 months half price OR a free router!

- I would like the **FREE** Thomson TG784 Wireless\VoIP Router
- I would like **six months** half price (£12.50/month)

Broadband Service information

Please specify the phone number on which broadband will be provided.

Broadband Telephone number

This is normally the same as your home telephone number

Customer Information

This must match the details on your Manx-Telecom phone bill.

Title Miss/Ms/Mrs/Mr/Other

Mobile Number

Full Name This must be the name on your Manx-Telecom phone bill.

E-mail Address

Address

Referral Code

Please enter the referral code if you have been referred by another **edonline** customer.

Post Code

OFFICE USE ONLY

A/C no :		Date Live :	
CRF sent :		Equipment :	
DD form received :		Notes	

Introduction to VoIP

VoIP (Voice over IP) is a technology that enables you to make phone calls using your Broadband Internet Connection. In order to use VoIP, you will need a compatible router, adapter or software client for your computer. In most cases you can use your current telephone and you will notice no difference in quality or clarity.

Both of our Broadband packages allow you to start using it for free with discounted local, UK and International Call Rates.

talked : for only **£2.95** a month will get you unlimited FREE calls to UK and Isle of Man landlines*, free of charge, all day, every day.

* Terms and Conditions Apply

Service selection

Please select the service. Discounted VoIP calls are included by default with all packages

- talked**
Unlimited FREE calls to UK and Isle of Man numbers beginning with 01, 02 or 03.
talked is only available to customers on biged.

Terms and Conditions do apply

£2.95 per month

ALL PRICES INCLUDE VAT

Calls made to numbers which are not free or are not included in the talked tariff may be chargeable and will be billed monthly by Wi-Manx.

Service options

Please select from the options below

- Conceal Number**
When making calls using our VoIP service we can conceal your outbound number, similar to the ex-directory service. Tick this box if you want your number withheld.

Contact Preferences

How should we contact you when your service is ready?

- Post
 SMS (Requires a valid mobile number)
 E-Mail
 Telephone

How can I pay?

We accept cheques, cash, bank transfers, credit-cards and Direct-Debit.

Our preferred method of payment is direct-debit. If you wish to pay using direct debit please complete the attached form



Do you need VoIP equipment?

If you want to order VoIP equipment please complete the following **Equipment order form**. We stock a variety of routers, VoIP, networking and wireless equipment.

Your equipment will also come pre-configured and ready to work with your broadband connection.

Paperless Billing

View secure, electronic copies of your invoices online

To reduce waste and help the environment, **ed** will not send you a paper invoice; instead your bill will be available to view securely on our Customer Portal when they are issued and an email reminder sent each month. If you prefer to receive a paper invoice, please tick the box below

I want to receive a paper invoice each month

Please note—you must pay by Direct-Debit to receive paperless invoices

Terms and Conditions

Please review the following information

The minimum contract period for our services is **18 months**. The ADSL circuit is subject to Manx-Telecom's terms and conditions, available on their website (www.manx-telecom.com). Our ISP services are subject to our full terms and conditions available on our website. www.edonline.im or available on request.

All services are billed 1 month in advance.

The typical time for activation of new broadband customers is between 5 - 10 working days. As this work is carried out by Manx Telecom, we are unable to guarantee exactly when a new account will be activated.

Only equipment purchased from Wi-Manx will be configured by our staff for use with your account. If you purchase your own router / VoIP hardware, please ensure you know how to configure this yourself.

Non-payment of invoices will result in suspension or termination of service. Wi-Manx offer the VoIP service on a best-effort basis; it is not a replacement for a traditional landline.

If you decide to use our VoIP service — Calls to emergency services (999/112), star services and operator services are not supported using our VoIP service. For these type of call please use a Manx Telecom landline or a Mobile phone

Calls made to numbers not included in the **talk^{ed}** tariff will be billed monthly by Wi-Manx. You can review your call history online using the Customer Portal. To benefit from the VoIP call tariffs using a normal telephone you must ensure it is connected to a VoIP router or a VoIP adapter. It is the customers' responsibility to make sure they are making calls using the VoIP service. Call rates are available on our website.

Please see our full Terms and Conditions and Acceptable Use Policy (AUP) on our website.

ADSL2+ requires an ADSL2+ compatible router.

What to do next

Return the completed application form to Wi-Manx

Please make sure you have entered all the necessary information. Once completed, please sign and return the form to;

Wi-Manx Limited ◦ 39 Victoria Street ◦ Douglas ◦ IM1 2LF

Telephone : 01624 641188 ◦ Fax : 01624 624464 ◦ Email : Sales@edonline.im

Where did you hear about us?

Please let us know how you heard about us _____

Signatures

Customer Name _____ Signature _____ Date _____

Do you need Broadband or VoIP equipment to get you online?

If you want to order Broadband or VoIP equipment with your router—please complete the following **Equipment Order Form**. We stock a variety of routers, VoIP, networking and wireless equipment.

Your equipment will also come pre-configured and ready to work with your broadband connection.

Equipment Selection

If you need any assistance in selecting your Broadband or VoIP equipment—please contact Wi-Manx for assistance. You can call us Monday—Saturday, 9am—5pm or you can e-mail us using sales@edonline.im. Alternatively, we have lots of information on our website, available at www.edonline.im. All of our equipment is in stock and available immediately.

All equipment is to be collected and paid for at our Victoria Street store.

Broadband Routers

Please select from the list below

A Broadband Router is the device that connects your computers, consoles and other devices to the Internet using your Broadband Connection. Routers can be both wired, wireless or both. If you plan to use VoIP then the **Thomson TG784** is the recommended model. If you plan on using a separate VoIP device then any of the routers below can be used.

- | | | |
|--------------------------|---|---|
| <input type="checkbox"/> | Thomson TG784
Wireless ADSL Router with VoIP
<small>VoIP = Yes Wireless = Yes Network Switch = Yes USB = No</small> | £79.99
(FREE if selected as special offer) |
| <input type="checkbox"/> | Thomson TG585
Wireless ADSL Router (No VoIP)
<small>VoIP = No Wireless = Yes Network Switch = Yes USB = No</small> | £49.99 |
| <input type="checkbox"/> | Thomson TG546
Wired ADSL Router (No VoIP)
<small>VoIP = No Wireless = No Network Switch = Yes USB = No</small> | £44.99 |
| <input type="checkbox"/> | Thomson TG536
USB/Wired ADSL Router (No VoIP)
<small>VoIP = No Wireless = No Network Switch = Yes—Single Port USB = Yes</small> | £39.99 |

The above is only our list of recommended routers. We have a full selection of other brands and models in our Victoria Street store. Please call in if you would like something other than the ones listed above and we will be happy to help you choose.

VoIP Equipment

VoIP equipment is required if you plan on using any of our VoIP services including talk^{ed}. The equipment below will simply plug into your ADSL equipment and phone line and let you start making calls.

- | | | |
|--------------------------|---|---------------|
| <input type="checkbox"/> | Siemens Gigaset C475IP
Dual Mode DECT/VoIP Phone/Digital answering machine
This portable, full-colour DECT phone with digital answering machine allows you to make calls using both Manx-Telecom and VoIP at the same time. This requires an existing ADSL router (see above) and comes with 1 handset. Additional handsets are available separately. | £84.99 |
| <input type="checkbox"/> | Siemens Gigaset C475IP
Additional Handset | £44.99 |
| <input type="checkbox"/> | Siemens Gigaset A580IP
Dual Mode DECT/VoIP Phone
This portable, greyscale screen DECT phone allows you to make calls using both Manx-Telecom and VoIP at the same time. This requires an existing ADSL router (see above) and comes with 1 handset. Additional handsets are available separately. | £64.39 |
| <input type="checkbox"/> | Siemens Gigaset A580IP
Additional Handset | £30.19 |

Other equipment

Netgear 54G Wireless Adapter

Plugs into an existing computer to enable wireless connectivity. We stock both the PCMCIA version for laptops and the USB version for all others.

- | | | |
|--------------------------|---------------------------|---------------|
| <input type="checkbox"/> | Netgear 54G PCMCIA | £25.59 |
| <input type="checkbox"/> | Netgear 54G USB | £25.59 |

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

Please fill in the whole form including official use box using a ball point pen and send it to

Wi-Manx Limited
1st Floor Heywood House
Ridgeway Street
Douglas
Isle of Man
IM1 1EW

Originator's Identification Number

6	8	8	3	2	1
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For Wi-Manx Limited Official Use Only
This is not part of the instruction to your bank or building society

Name(s) of Account Holder(s)

Bank/Building Society account number

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Branch Sort Code

--	--	--	--	--	--

Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address	
Postcode	

Instruction to your Bank or Building Society

Please pay **Wi-Manx Limited** 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 **Wi-Manx Limited** and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)
Date

Reference Number

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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 accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Wi-Manx Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Wi-Manx Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by Wi-Manx Limited or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society - If you receive a refund you are not entitled to, you must pay it back when Wi-Manx Limited asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.