



## INTERNET PLANS SIGNUP FORM

Date: \_\_\_\_/\_\_\_\_/2020

COMPANY or RESIDENTIAL Name: \_\_\_\_\_

Contact (Full Name of Authorized Staff): \_\_\_\_\_

One Form of Identification: (photocopy required):  Passport  Driver's License  
Number: \_\_\_\_\_ Expiry date: \_\_\_\_\_

Credit Check details:  3-month bank statement

Physical Address: \_\_\_\_\_ Postal Address: \_\_\_\_\_

Business Landline #: \_\_\_\_\_ Business Mobile #: \_\_\_\_\_

Home Landline #: \_\_\_\_\_ Personal Mobile #: \_\_\_\_\_

Email Address (Required): \_\_\_\_\_

Child Router @ \$35Tala per month

### Access Details:

Username \_\_\_\_\_ Password \_\_\_\_\_

**(Username & Password: Minimum 8 alpha/numeric characters, No special characters)**

*Optional* Samoa.ws Email Account:

**(1 free Domain email hosting available upon request)**

Email address \_\_\_\_\_@samoa.ws Password \_\_\_\_\_

### ZOOM PLAN DETAILS (1 YEAR CONTRACT):

PLEASE TICK ONE	PLAN NAMES	MONTHLY CHARGE	CAPACITY / SPEED
<input type="checkbox"/>	ZOOM4_50GB	\$95.00T	50GB / UP TO 4 MBPS
<input type="checkbox"/>	ZOOM4_80GB	\$149.00T	100GB / UP TO 4 MBPS
<input type="checkbox"/>	ZOOM4_110GB	\$199.00T	150GB / UP TO 4 MBPS
<input type="checkbox"/>	ZOOM10_50GB	\$199.00T	50GB / UP TO 10 MBPS
<input type="checkbox"/>	ZOOM10_100GB	\$290.00T	100GB / UP TO 10 MBPS
<input type="checkbox"/>	ZOOM10_150GB	\$380.00T	150GB / UP TO 10 MBPS
CPE and Connection Equipment (Refer Terms and Conditions #8)			\$
Router (One-Off Purchase of \$189T inc GST)			\$

### Office Use Only:

1. Signal Test Booking: \_\_\_\_\_ 4. Account Approved by: \_\_\_\_\_  
Signal Test Results: \_\_\_\_\_ Signature: \_\_\_\_\_

2. Credit-check Date: \_\_\_\_\_ 5. Installation Date: \_\_\_\_\_  
Credit-check Results: \_\_\_\_\_ Installation Completed by: \_\_\_\_\_

3. Pre-payment Receipt: \_\_\_\_\_ 6. SMILE Account: \_\_\_\_\_  
Standing Order Form: \_\_\_\_\_ Bitrix Job Reference: \_\_\_\_\_



Zoom Broadband Terms and Conditions

The standard terms of service, 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 term either party can terminate the agreement by providing 30 days 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. Customers must be in compliance with the Laws of the Government of Samoa. By using Computer Services Limited services, customer agrees to the terms, conditions, limitations, and notices set forth in this policy (the "Zoom Broadband Terms and Conditions"). These Terms and Conditions may be updated or modified by Computer Services Limited from time to time, in its sole discretion, and your continued use constitutes acceptance of such changes.

**2. Changing Plans.** Contact the Helpdesk Team at [helpdesk@csl.ws](mailto:helpdesk@csl.ws). An administration fee of \$10T will be charged to downgrade plans after the initial 12-month contract. Downgrade of plan during the initial 12-month contract will result in a \$50T penalty fee for normal speed package and \$100T for highspeed package. Computer Services Limited reserves the right to change plan pricing and features and/or additional charges at any time; and further reserves the right to pass these on to the client during the term of this contract. All change of plans is at a minimum of one calendar month.

**3. Cancellation of service.** A fee of \$500 will be charged for Customer's cancellation of services where service rendered is less than 6 months of the initial 12-month term. A fee of \$250 will be charged for Customer's cancellation of service where service rendered is more than 6 months and less than the 12 months of the initial 12-month term. Customers are also 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-day's 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 Services Limited will dismantle all associated equipment's (CPE and Cambium Gear) upon discontinuation of the internet account within 3 working days, or Customer will pay for the equipment cost.

**4. Email Accounts.** Ownership of all @samoa.ws email accounts provided remains the property of Computer Services Limited at all times. Computer Services Limited, at its sole discretion, may terminate any email account without necessarily terminating the Internet Plan. Upon termination of the Internet Plan email hosting will be charged a monthly fee of \$25 per email account.

**5. Account activation and Billing.** Accounts are activated between 1-3 working days, **dependent on Customer and Computer Services Limited's availability, and/or weather permitted.** This is subject to prior testing for signal strength and reception as required and account approval. Computer Services Limited reserves the right to perform all necessary credit/reference checks and activities towards the approval or disapproval of his/her account. If the new account is activated between 1 – 15<sup>th</sup> of the month, then the month will be charge-able at full rate. If the new account is activated between 16 – 31<sup>st</sup> of the month, then the month will be charge-able for part payment (subject to package selected). **Relocation** of CPE and associated equipment are subject to a \$150.00 fee.

All billing is electronically sent to the nominated email address. Non receipt of bill does not exempt customer from payment obligation.

**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 CPE indoor/outdoor unit and all equipment provided by Computer Services Limited to the Customer that is used to maintain such Zoom Wireless Broadband Services remains the property of Computer Services Limited. All equipment must be returned to Computer Services Limited undamaged, upon the expiration or termination of contract. Charges will apply for non-returned or damaged equipment.

Your 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, Computer Services Limited is not liable to provide a replacement or repair service. Lost or damaged CPEs will be replaced at a charge of \$300.

The Customer (also known as 'Company') has the sole responsibility to provide the equipment with appropriate and adequate protection against power surges and such other potential damage and harm exclusive of customary wear and tear associated with its assigned use. Any and all such damage to the equipment that results from the Customer's failure to provide such protection shall be the Customer's sole responsibility.

The modem is self-installable. However, you may request the initial on-site installation assistance from Computer Services Limited.

**8. Connection speeds.** Plans have a maximum speed of 4Mbps shared. Actual speeds may vary from time to time and Computer Services Limited does not guarantee you will reach the maximum speeds at all times.

**9. Outstanding accounts.** All accounts outstanding by 30-days or more are subject to disconnection of service. If disconnection is actioned by Computer Services Limited before the initial 12-month contract due to outstanding accounts, then Customer will be liable to pay outstanding funds, plus the remaining months of the initial 12-month contact.

**10. Liability.** The Customer (also known as 'Company') understands and acknowledges that Computer Services Limited is not liable for any indirect, incidental, special, punitive, or consequential damages; lost profits, loss of data, loss of hardware or software, loss or liability resulting from computer viruses, Service defects, or security insufficiency arising out of or related to this Agreement, the performance or breach thereof; the Services provided or failure to be provided; or any delay, non-delivery, wrong delivery, or Service Interruption whether or not caused by the negligence of Computer Services Limited or their agents, employees, or any party, even if the party has been advised of the possibility thereof.

Computer Services Limited shall not be liable to the Customer under this Agreement for any failure or delay in performance that is due to causes beyond its reasonable control and without its fault or negligence including, but not limited to, acts of nature, acts of civil or military authority, governmental actions, fires, civil disturbances, interruptions of power, or transportation problems. Computer Services Limited shall also not be liable for any delay or performance failure caused by the Customer's failure to perform any of its obligations under this Agreement

**11. Use.** The customer understands and acknowledges that he/she is responsible for the content of all material accessed when using Zoom. The customer also acknowledges that usage of internet package is at his/her discretion and no discount will be given when internet is not used. Account can be placed on hold for a minimum and maximum of one month only (within the initial 12-month contract).

**Customer Agreement:**  I certify and confirm that I (authorized representative of the company) have fully read, understand and accept all "Zoom Broadband Terms and Conditions" of service as provided by Computer Services Limited. I am in agreement with, and full acceptance of the total listed requirements for the chosen service offering & any additional requirements as detailed on this application form. I certify that the information provided is factual, true & correct.

ACCOUNT NAME: \_\_\_\_\_

CSL Rep: \_\_\_\_\_

Contact Signature: \_\_\_\_\_

CSL Signature: \_\_\_\_\_

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

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

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