



BROADBAND SIGN-UP FORM FOR RESIDENTIAL ACCOUNT

Date: ____/____/202__ Promotion Name (if applicable): _____

Full Name: _____

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

Credit Check details: 3-month bank statement

Physical Address: _____ Postal Address: _____
 Home Landline #: _____ Personal Mobile #: _____
 Personal Email Address/es: _____

Secondary Nominated Account Holder: _____

Personal Mobile # _____ Personal Email: _____ D.O.B: _____

Access Details:

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

Optional Samoa.ws Mailbox: (1 complimentary email hosting available)

Email address _____@samoa.ws Password _____

ZOOM BROADBAND PLANS (1 YEAR CONTRACT):

PLEASE TICK ONE	PLAN NAMES	MONTHLY CHARGE	CAPACITY / SPEED
<input type="checkbox"/>	ZOOM4_125GB	\$95.00T	125GB / UP TO 4 MBPS
<input type="checkbox"/>	ZOOM4_200GB	\$149.00T	200GB / UP TO 4 MBPS
<input type="checkbox"/>	ZOOM4_275GB	\$199.00T	275GB / UP TO 4 MBPS
<input type="checkbox"/>	ZOOM4_350GB	\$249.00T	350GB / UP TO 4 MBPS
<input type="checkbox"/>	ZOOM4_450GB	\$320.00T	450GB / UP TO 4 MBPS
<input type="checkbox"/>	ZOOM10_260GB	\$199.00T	260GB / UP TO 10 MBPS
<input type="checkbox"/>	ZOOM10_400GB	\$290.00T	400GB / UP TO 10 MBPS
<input type="checkbox"/>	ZOOM10_550GB	\$380.00T	550GB / UP TO 10 MBPS
<input type="checkbox"/>	ZOOM10_700GB	\$450.00T	700GB / UP TO 10 MBPS

Office Use Only:

- | | |
|---|---|
| <p>1. Signal Test Booking: _____
 Signal Test Results: _____</p> <p>2. Credit-check Date: _____
 Credit-check Results: _____</p> <p>3. Pre-payment Receipt: _____
 Standing Order Form: _____</p> | <p>4. Account Approved by: _____
 Signature: _____</p> <p>5. Installation Date: _____
 Installation Completed by: _____</p> <p>6. SMILE Account: _____
 Bitrix Job Reference: _____</p> |
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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 the initial 12 MONTH contract (“term”), and thereafter. At the expiry of the term either party can terminate the agreement (“account”) by providing 30 days’ notice to the other. If neither party does so, the account continues to exist under the same terms and conditions (T&Cs), until either party has terminated. Customers (Company or Residential names on the sign-up form) must be in compliance with the Laws of the Government of Samoa. By using Computer Services Limited (“CSL”) 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 CSL from time to time, in its sole discretion, and Customer’s continued use constitutes acceptance of such changes. CSL will provide updated T&Cs to Customer via email on email provided on the sign-up form.
- 2. **Account activation and Billing.** Accounts are activated between 1-3 working days, dependent on Customer and CSL’s availability, and/or weather permitted. This is subject to prior testing for signal strength and account approval. CSL reserves the right to perform all necessary credit/reference checks and activities towards the approval or disapproval of a new account. If the new account is activated between 1 – 15th of the month, then the month will be charge-able at full rate. If the new account is activated between 16 – 31st of the month, then the month will be charge-able for part payment. All billing is electronically sent to the nominated valid email address/es provided on sign-up form. Non receipt of bill does not exempt Customer from payment obligation.
- 3. **Security.** Any changes or queries made on the account can only be done by the Customer and/or their secondary nominated account personnel listed on the sign-up form. Only the Customer can add or remove nominated personnel/s to the account. For further security measures, Customer must provide date of birth to confirm their identification.
- 4. **Use.** The Customer understands and acknowledges that he/she is responsible for the content of all material accessed when using internet on CSL’s Zoom Broadband plans. The Customer also acknowledges that usage of internet is at his/her own discretion. CSL will not refund or reverse bills for un-used months, if notice is not provided to CSL 30 days prior. Customer can request to place the account on hold for a minimum of one calendar month and a maximum of three calendar months (after the initial 12-month term only).
- 5. **Changing Plans.** A 30-day notice of change is to be sent to CSL’s Helpdesk Team. An administration fee of \$10T will be charged to downgrade plans after the initial term. Downgrade of plan during the initial term will result in a \$50T penalty fee for Zoom4 plans and \$100T for Zoom10 plans. Plans must remain the same for a minimum of one calendar month. CSL 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 initial term. CSL will provide applicable updates to Customer via email on email provided on the sign-up form.
- 6. **Relocation** of CPE and associated equipment are subject to a \$150.00T fee.
- 7. **Cancellation of service.** A fee of \$500T will be charged for Customer’s cancellation where service rendered is less than 6 months of the initial 12-month term. A fee of \$250T will be charged for Customer’s cancellation where service rendered is more than 6 months but less than the 12 months of the initial 12-month term. Customers are also required to make payment for any outstanding bills due at time of cancellation. Customer is required to provide a minimum of 30-day’s notice for cancellation. 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. CSL will dismantle all associated equipment’s.
- 8. **Outstanding accounts.** All accounts outstanding by 30-days or more are subject to disconnection of service that will have followed a Reminder and Final notices. If disconnection is actioned by CSL before the initial 12-month contract due to outstanding bills, then Customer will be liable to pay outstanding bills, plus the cancellation fees as stated in □ 4. **Cancellation of service.**
- 9. **Connection speeds.** Zoom4 Plans have a maximum speed of 4 Mbps shared and Zoom10 of 10 Mbps shared. Actual speeds may vary from time to time and CSL does not guarantee you will reach the maximum speeds at all times.
- 10. **Availability.** Zoom Broadband is not available in all areas. Factors including certain man-made and geographic obstacles may have an effect on signal reception and service performance.
- 11. **Equipment.** The CPE indoor/outdoor unit and all equipment provided by CSL to the Customer that is used to maintain Zoom Broadband Services remains the property of CSL. All equipment must be returned to CSL undamaged, upon the termination of account. Charges will apply for non-returned or damaged equipment. The Zoom Broadband equipment 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, CSL is not liable to provide a replacement or repair service. Lost or damaged CPEs will be replaced at a charge of \$300. The Customer has the sole responsibility to provide all equipment with appropriate and adequate protection against power surges and other such 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 and Customer will be liable for costs. The purchase of a Router for WiFi accessibility from CSL is a one-off cost of \$189T and becomes the property of the Customer. The Router does not come with a warranty and is not refundable. The Router is self-installable, but Customer can seek assistance from CSL at initial installation of the Zoom Broadband gear.
- 12. **Liability.** The Customer understands and acknowledges that CSL 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. CSL 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. CSL 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
- 13. **Email Accounts.** Ownership of all @samoa.ws email accounts remains the property of CSL at all times. CSL, at its sole discretion, may terminate any email account without necessarily terminating the Zoom Broadband plan. Upon termination of the Zoom Broadband plan, mailbox hosting will be charged a annual fee of \$300T per mailbox.

Customer Agreement: □ I certify and confirm that I 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: _____