

	KeConnect Internet Telephone line order form Residential Customers	RESELLER CODE:	
		RESELLER EMAIL:	

SECTION 1.) PLEASE COMPLETE IN FULL

CUSTOMER DETAILS (INSTALLATION ADDRESS)	
Customer name	
Company name (if applicable)	
Installation address	
Registered company number (if applicable)	
Town	
County	
Postcode	
Please state type of premises: <i>I.e. Permanent building or portakabin etc.</i>	
Customer contact number	
Main telephone number of install address (if one exists)	
Customer email address	
Nominated security question (e.g. Fred's mothers maiden name)	
Security answer (e.g. Smith)	

BILLING DETAILS (IF DIFFERENT)	
Company name (if applicable)	
Town	
County	
Postcode	
Admin/billing contact name	
Admin/billing contact telephone number	
Admin/billing contact email address	
VAT invoice required?	(delete as appropriate) YES / NO
Existing KeConnect account number (if applicable)	

EXISTING BT ACCOUNT NUMBER (s)	PLEASE INDICATE BT ACCOUNT TYPE	
	BUSINESS	HOME

SECTION 2.) PLEASE COMPLETE ORANGE SECTIONS

LINE REQUIREMENTS	INSTALLATION	MONTHLY RENTAL	QTY	PLEASE INDICATE LINE TYPE	
				NEW LINE	EXISTING LINE TRANSFER (PLEASE SUPPLY NUMBER)
Single PSTN line	£116.32 (incl VAT) or FOC for a transfer	£14.67 (incl VAT)			
ISDN2e line	£292.57 (incl VAT) or FOC for a transfer	£29.37 (incl VAT)			

SERVICE TYPE REQUIRED (PLEASE SELECT)	TICK
Line rental and calls	
Calls only (CPS)	

SECTION 3.) CALL TARIFFS - PLEASE COMPLETE ORANGE SECTIONS

CALL TARIFF (PLEASE SELECT)	TARIFF INFORMATION	Minimum calls spend per month.	TICK
KeVoice Residential *	Local/National calls = 2.4p (incl VAT) per minute Mobile calls (O2/Orange/T Mobile/Vodafone) = 11.8p (incl VAT) per minute Mobile calls (3) = 24p (incl VAT) per minute	£0	✓
Note: *minimum call charge 4p to fixed numbers, 6p to mobiles and international numbers (incl VAT)			

CARE LEVEL (PLEASE SELECT)	CARE LEVEL INFORMATION	PRICE	TICK
Standard Care	Support lines open 08.00-17:00 Mon-Friday No guaranteed response time	Included free of charge	
Prompt Care	Support lines open 08:00-17:00 Mon- Sat No guaranteed response time	£1.41 (incl VAT) per month	
Total Care	Support lines open 24/7 Guaranteed response within 24 hrs	£5.87 (incl VAT) per month	

ADDITIONAL SERVICES	PRICE	TICK
Call Divert	98p (incl VAT) per month plus cost of diverted call	
Call Minder	£2.93 (incl VAT) per month	
Caller Display	98p (incl VAT) per month	
Withhold Number	Free of charge	
Call Barring	98p (incl VAT) per month	

DIRECTORY ENQUIRES LISTING OPTIONS (FOC unless indicated)	TICK / INDICATE
Ordinary listing	
Listed in phonebook but not Directory Enquiries	
Ex Directory	

Surname	
Initial	

SECTION 4.) PLEASE COMPLETE IF YOU ARE TRANSFERRING AN EXISTING LINE

DO YOU HAVE ANY OF THE FOLLOWING EXISTING PRODUCTS?	TICK IF YES	IF YES, PLEASE STATE SUPPLIER
Broadband		
BT Featureline / Centrex		
DDI's (Direct dial numbers)		
BT Pay & Call		
An analogue or digital telephone system		
A VoIP telephone system		
PDQ/Credit card machine		
Dial up for Banking		
Least Cost Routing/CPS (calls paid to a separate supplier)		
Call Divert		
Call Minder		
Caller Display		
Withhold Number		
Call Barring		
OTHER (please specify)		

IMPORTANT NOTE

- It is the responsibility of the customer to advise KeConnect in advance of any incumbent products or services supplied on phone lines to be transferred. Not all existing services can be transferred as they may be particular to your current supplier (e.g. BT featureline/centrex)

SECTION 5.) AUTHORITY

SIGNATURE

I hereby accept that I have read and agree to KeConnect Internet's Telephone Line Terms and Conditions (found at www.keconnect.co.uk/terms). I understand that this is a 12-month service contract, all prices are Inclusive of VAT and payments for calls, line rental and any additional services will be taken by Direct Debit.

Signature(s)	Full Name (Please Print)	Date

HOW TO SUBMIT YOUR ORDER

Please return this order form along with:

- a copy of your last quarterly phone bill
- a completed Direct Debit mandate (if you are not an existing KeConnect customer)

to KeConnect Internet, Pegasus One, Orion Business Park, Great Blakenham, Ipswich, Suffolk, IP6 0LW.

Please note that a faxed copy Direct Debit mandate is not acceptable.