



Application for broadband

Please complete the blank fields fully.

Title & full name			
Contact telephone number (daytime & evening)			
Telephone service connection number			
Connection address			
Occupation & Department (FIG contractors only)			
Broadband package			
XSML	<input type="checkbox"/>	XL	<input type="checkbox"/>
SML	<input type="checkbox"/>	PRO	<input type="checkbox"/>
MED	<input type="checkbox"/>	PRO XL	<input type="checkbox"/>
LRG	<input type="checkbox"/>		
Desired connection date (minimum 3 working days or 10 working days if you are waiting for a new line)			
Do you require Sure e-mail addresses? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes please complete below (Entitlement: XSML 2 email addresses, SML 5, MED 10, LRG 10, XL 20, PRO 50 & PRO XL 75)			
	@horizon.co.fk		@horizon.co.fk
	@horizon.co.fk		@horizon.co.fk
	@horizon.co.fk		@horizon.co.fk
	@horizon.co.fk		@horizon.co.fk
	@horizon.co.fk		@horizon.co.fk
Contact email address (if differs to address on telephone application)		Do you require e-alerts Yes <input type="checkbox"/> No <input type="checkbox"/>	
		Email address	
		Mobile number	
No. of microfilters (1 per socket):		Modem required:	
		Wireless <input type="checkbox"/> Non wireless <input type="checkbox"/> No thank you <input type="checkbox"/>	
Sure to set up modem (including security & Wi-Fi settings): Yes <input type="checkbox"/> No <input type="checkbox"/>			

Charges:

- £20 broadband set up fee (T245 Residential or T246 Business)
- Modem set up fee £20.00 (free when purchasing a modem from Sure) – (T233 Residential or T231 Business)
- Contact us for the price of our modems.

IMPORTANT INFORMATION

Please read the Service Agreement carefully and only sign this form if you accept the content. By signing this form you are entering into a contract with Sure.

DECLARATION

I am over 18 years of age and have read and understood the Agreement applying to this Service.
I understand and agree that I will be responsible for all connection, subscription and usage charges.

Signature	For official use:
Date	AN for set up:
Name	AN for modem set up & security:
	Update B/B list

Please address any queries to our Customer Service Department on Tel: +500 20820, Fax: +500 20811 or e-mail: info@sure.co.fk. Electronically completed forms can be e-mailed to this address.

Service Agreement – Broadband

This Service Agreement is between us (Sure) and you, for the provision of internet services (Broadband) in the Falkland Islands.

Service Period

The initial agreement is for a period on twelve months. After this term, either party may give one months notice to end our service. Early termination will result in an early termination penalty charge becoming due.

Responsibility

Until this Agreement ends you are responsible for all monthly charges and fees applicable for the package you use. This means that you are also responsible for all other users of your internet connection (e.g. family members). You are responsible for the security and proper use of all your user names and passwords. Give us a call on Free Phone 131 if you forget or lose your password.

Upgrading your Package

You may upgrade to a larger package during the contract, by giving a minimum of 3 working days notice, with your new services commencing on the first day of a new month. Package downgrades are not permitted during the initial period.

Monthly Fee

The standard monthly fee is charged to your account monthly in advance. Extra usage over your monthly allowance is charged monthly in arrears. Your charges will commence on the day of connection and there will be a pro rata calculation for both your month charge and MB allocation.

Overage Allowance

Unless otherwise requested, connections will cease when you reach 100% of your standard package allowance. To continue with the service after this point you can purchase a booster, available in 3 sizes, to increase your data allowance or alternatively you can opt-in to overage charges charged at the specified rate in your package schedule.

Direct Debit

Unless you are already an existing Internet user with us (as at 1 October 2007), and if you are a Standard Chartered Bank account holder, settlement is required by a monthly direct debit. Your application will be processed upon receipt of a signed direct debit form.

Monthly Status

Your monthly data allowance depends on the package you have chosen, this includes all downloads and uploads. Your data usage can be monitored on our website www.sure.co.fk by entering your username and password.

Service coverage

We are able to activate broadband services to any address within Stanley and MPA. For sites in Camp please contact for more information

Providing Services

We endeavour to provide our services to the best of our ability. Services may be from time to time be suspended for operational reasons, such as maintenance, service upgrades, emergencies, acts of nature, or conflict.

Internet

The service enables access to the internet. The internet is separate from the service and use of the internet is solely at your risk and subject to all applicable laws. We have no responsibility for the performance or speed of the internet, information, software, services or other materials obtained by you using the internet. Advertised speeds are up to the data rate outlined in your package, but results may vary, especially for access off island which is not in the control of Sure.

Fair Usage Policy

Broadband is a shared service and the activities of some users can impact the services available to other users. In an ideal environment, all users would obtain an equal percentage of the available bandwidth. Unfortunately, some users take a disproportionately greater share of the available bandwidth and, as a consequence, other users suffer a diminished experience. Particularly at Internet peak usage times, data rates may be reduced by contention within the Sure local access network and the public Internet.

In order to preserve the quality of our broadband delivery services, we have introduced a Fair Usage Policy ("FUP"), effective 1 October 2007. A FUP is intended to assure that the very few users of excessive bandwidth-consuming applications do not use their service at the detriment of other broadband customers.

In order to implement our FUP, we monitor the performance of our network. In doing so, we may restrict the amount of bandwidth available to users of applications that consume large amounts of bandwidth or download unusually large files during peak times so to ensure a fair allocation of bandwidth to all broadband customers.

Whilst this FUP is mainly aimed to avoid any unfair disruption of services resulting from extreme peer-to-peer usage, other file-sharing software and download of very large files during Internet peak usage times, we do not prevent the use of such applications or downloads. Furthermore, if you do not use peer-to-peer or file-sharing software or if you don't download very large files continuously at such peak times, then it is unlikely you will be affected by this policy.

Liability

We are not liable to you if we are unable to carry out our duties or are unable to provide our services beyond our reasonable control. This does not affect your statutory rights as a consumer.