



Agreement Number	
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SYNERGY ADSL WIRES ONLY AGREEMENT

Thank you for ordering ADSL from **SYNERGY**. This document is your agreement with **SYNERGY** and contains the Terms and conditions, your contact details, set up instructions and payment details.

Please complete, sign and return the original, taking a copy for your records.

We will then issue an invoice for payment based on the service(s) you have ordered.

1. Customer Details

Company <i>(Leave blank if personal account)</i>			
Contact Name			
Authorised Signatory			
Tel Nos		email	
		Date required	

2. Customer and Installation Address

Building Name		Building Nos	
Street		Town	
County		Post Code	

3. ADSL Requirement

Service <i>(Circle requirements)</i>	Wires only. (service with no equipment) USB 512k. Ethernet 512k.	ADSL Type <i>(Circle requirements)</i>	Dynamic IP Static IP
Service <i>(Circle requirements)</i>	New Transfer	Additional IP's <i>(if applicable)</i>	
How many phone sockets do you have on this phone line.? <i>(We need this information to calculate how many filters you will need in addition to those that are supplied with your ADSL modem).</i>	QTY =	Modem Required. <i>(Circle requirements)</i>	ADSL USB. ADSL 1 port Ethernet. ADSL 1 port Ethernet with basic firewall. ADSL 4 port network Ethernet. ADSL wireless network Ethernet.

4. ADSL technical information (Mandatory)

<p>The actual telephone No. being used for the ADSL service: <i>A single working BT telephone line that is not ghosted to other lines, or used for a fax line.</i></p>	
<p>Your PC operating System: <i>(if you are creating a home/small office network using a router we only require the operating system of the first main pc connected to the modem/router).</i></p>	

NOTE - An ISDN or BT HomeHighway line may be used but it will have to be converted to a standard analogue line prior to the installation of the ADSL. BT will charge you directly for this service.

5. Domain Name Requirement (leave blank if not required)

Domain Name:			
Mail forwarding required:	YES	NO	

6. Payment Details

Paying yearly in advance:	YES	NO	<i>Circle your choice.</i>
Paying quarterly in advance:	YES	NO	<i>Circle your choice.</i>
<i>Please leave for Synergy Computer Services Ltd. to complete details below.</i>			
1st Year/Quarter			
Hardware costs			
Total Set Up Charge			
Yearly/Quarterly Charge			

7. SYNERGY technical information (to be completed by Synergy Computer Services Ltd.)

Requirement	Details
Network IP address	
Router (Gateway) IP address	
Customer (Firewall) IP address	
Broadcast IP address	
Subnet Mask	
Username	
Password	
Domain Name Server 1	
Domain Name Server 2	
Customer ID	
Activation Date (<i>This date is the Effective date or date from which the service starts</i>)	

Terms and Conditions

1. Acceptance:

1. SYNERGY will accept this contract when British Telecommunications confirm that an ADSL service can be delivered to the location specified in the ADSL set up requirements form and the set up, months deposit and first months payment has been received. They will confirm this by signing the contract and inserting an effective date.
2. The customer shall be deemed to have accepted the service and contract on the date when they order the service and make the initial payment.

2. Usage:

1. The ADSL service provides a fast permanent connection to the internet it is not designed to be used as a part of a Web Hosting Service and if it is used for this purpose SYNERGY can not support the ADSL service.
2. The customer warrants and undertakes that they shall in their use of the service comply with SYNERGY's acceptable usage policy which may be found on the Synergy Computer Services Ltd. web site (www.synergyservices.co.uk), any relevant legislative and regulatory provisions and shall not use the services for any illegal purpose and shall indemnify SYNERGY in respect of any liability incurred as a result of a breach of this clause.

3. IP Addresses:

1. IP addresses assigned by SYNERGY will be returned to SYNERGY at the end of the contract.
2. Our telco provider works under the auspices of RIPE allocation of IP addresses and may only provide IP addresses to customers if they adhere to the RIPE terms and conditions.

4. Service

1. SYNERGY warrants to the customer that it will provide all the services ordered with reasonable care and skill but does not guarantee that this will cause the services to operate without fault or interruption.
2. In the event of a fault or interruption of service SYNERGY's support team will provide telephone support Monday to Thursday 8am to 6pm, Friday 8.00am to 5pm.
3. In the event of customer hardware failure, the contracted services is still available and therefore chargeable at standard rates.
4. SYNERGY can never guarantee a product or service provided by a third party for and on behalf of a customer, however, will endeavour to act in the best interests of the customer.

5. Contract length:

1. Minimum 12 months from the effective date.

6. Cancellation period:

1. Contracts are for 12 months and then after that on a quarterly basis, and 1 months notice in writing must be given to cancel the contract.

7. Payments and VAT:

1. The customer agrees with SYNERGY to pay all charges, VAT and any bank charges that may arise when they fall due.
2. Prices quoted in this contract exclude VAT

8. Data Protection

1. In the case of any customer who is an individual about whom SYNERGY processes personal data (as defined by the Data Protection Act), SYNERGY may use such data to provide the customer with details of other SYNERGY products which may be of interest to the customer.

9. Liability:

1. SYNERGY shall not be liable for loss of profits, business, revenue, goodwill or anticipated savings, or for special indirect or consequential loss or any loss arising from any claim made by the customer or made against the customer by any other person.
2. In no event will SYNERGY or its network service suppliers be liable for any damages including but not limited to loss of data, loss of revenue or profits, or for any other special, incidental, indirect or consequential damages, arising out of or in connection with the use of or inability to use services or products provided hereunder.
3. SYNERGY and its network service suppliers disclaim all express and implied warranties, including warranties of merchantability and fitness for a particular purpose. Neither SYNERGY or its network service suppliers will be liable for unauthorised access to or alteration, theft or destruction of end user's data files, programs, procedures or information through accident, fraudulent means or devices, or any other method, regardless of whether such damage occurs as a result of SYNERGY's or its Network service suppliers negligence.
4. The customer shall indemnify SYNERGY and shall hold SYNERGY harmless against any and all losses, damages, costs and expenses arising from or in connection with any claims or proceedings brought by third parties against SYNERGY in respect of or arising directly or indirectly from the resale of services

10. Dispute:

1. Any notice required or authorised to be given may be delivered by post to the address stated for that party and shall be deemed to have been served 72 hours after posting.
2. In the event of a dispute between the parties concerning this contract each of the parties, shall in the first instance bring the dispute at the earliest opportunity to the attention of a Director or similar officer.
3. All contracts are governed by and constructed in accordance with English Law and the parties irrevocably agree to the exclusive jurisdiction of the English courts