

### 1.1 Billing Details

Name	
Company	
Address	
Postcode	
Reg. No.	

### 1.2 Technical Contact

Name	
Phone	
Mobile	
Fax	
Email	

### 2.1 Purchase Details

By completing this section you agree to the services and charges set out in the attached schedules.

Name	
Position	
Signature	
Date	

2.2 Please select your preferred package by marking the appropriate boxes. Make sure to check the pricing schedule as mistakes cannot be corrected.

Service Name	Service	Select
WiSpire Standard – Wireless	6Mb/1Mb	<input type="checkbox"/>
Single Static Public IP Address		<input type="checkbox"/>
AirRouter, Internal WiFi access point		<input type="checkbox"/>
Upgrade to Long range Dish Antenna		<input type="checkbox"/>

### 3.1 Service Details

Please insert below the location where you would like the service provisioned.

Name	
Address	
Postcode	

### 4.1 Installation Details

Please allow 10 working days when giving a preferred installation date, note that this is a requested time and date and cannot be guaranteed.

Site contact	
Contact phone no.	
Contact email	
Preferred Date	
Preferred AM or PM	

Please enter any other relevant information in the box below,

Upon completion this form and attached page of schedules should be posted back to FreeClix Ltd. Return of this form does not constitute an accepted order until FreeClix Ltd has formally signed off the received request. By returning this form you agree to the General Terms and Conditions available upon request and the schedules and charges contained within this document.

**SCHEDULE 1**

Schedule of Services

- FreeClix WiSpire will provide IP connectivity between customer's site and FreeClix Ltd's Internet Network.
- IP addresses may be requested at FreeClix Ltd's discretion and subject to completing an appropriate IP Address request form. Where IP addresses are issued these must be returned upon termination of this agreement and are at no time the property of the Customer.

**SCHEDULE 2**

Charges

All charges are payable as per section 2.2 of the order form and in advance. Setup fees will be paid with the initial invoice.

Service	Setup	Monthly
WiSpire Standard – Wireless	59.99	24.99
Single Static Public IP Address		15.00
AirRouter (Internal WiFi access and 4 x port switch)	45.00	
Upgrade to Long Range Dish Antenna	12.50	

NB: Additional charges may be incurred depending upon individual installation circumstances; these will be agreed prior to installation as and where necessary, subject to survey.

All prices are inclusive of VAT.

**SCHEDULE 3**

Service Standards

- FreeClix only provides support for the hardware and service up to the Ethernet interface, all equipment beyond this and services are the customer's responsibility.
- There are no service level guarantees on any Residential service.

Outages

- Planned Outages may occasionally be necessary for FreeClix to carry out essential maintenance or network upgrades. They will be kept to a minimum and scheduled to minimise disruption.
- FreeClix will provide a business hours (excludes national holidays) fault reporting helpdesk facility. The helpdesk will issue a fault reference number and will respond promptly to faults reported. Faults remedied will be advised by email.
- The support helpdesk can be found at: <http://support.wispire.co.uk>
- FreeClix aim to rectify faults within 5 hours of issuing a fault reference number. Time to fix may be affected by circumstances. This is a target repair time and does not constitute a service level, under no circumstance is FreeClix liable for outages or consequential losses.
- Faults not involving FreeClix Network services or equipment. FreeClix will advise of steps taken to diagnose a fault for which FreeClix is not responsible.

Traffic Management Policy

Traffic is managed to optimise network utilisation for all customers.

Is traffic management used during peak hours?	Yes		
When are typical peak hours?	Weekdays: 4pm – 12pm Weekends: 9am – 12pm		
What type of traffic is managed during these periods? **	Blocked	Slowed Down	Prioritised
Peer-to-Peer (P2P)		✓	
Newsgroups			
Browsing/email			
VoIP (Voice over IP)			
Gaming			
Audio Streaming			
Video Streaming			
Music Downloads			
Video Downloads			
Instant Messaging			
Software updates			
Is traffic management used to manage congestion in particular locations?	No		
** If no entry is shown against a particular traffic type, no traffic management is typically applied to it.			

FreeClix and WiSpire wish their clients to receive good reliable services from the network, that is why we don't restrict the speed available to individual users and why we only apply traffic management controls to peak time P2P traffic, which is not time critical and can run at full speed during off peak hours.

**SCHEDULE 4**

Acceptable Use Policy

**Introduction**

The following Policy contains rules that govern your use of FreeClix Ltd's services ("Service") and forms part of the terms and conditions of use of the Service.

**Applying the Policy According to the Nature of FreeClix Service to You**

Depending upon the nature of the Service you have selected:

- you may be setting up website or websites to be run on either your server or our server ("Website");
- you may be using our hardware, software, network and / or telecommunications to use the Service ("Our Equipment")
- you may be providing your own hardware, software, network and / or telecommunications to use the Service ("Your Equipment")

This Policy applies to all of the Services you select.

**Restrictions on the Service**

You are not permitted to have illegal material on your Website(s), link to content that is illegal or to allow Our Equipment or Your Equipment to be used for any illegal activity. You risk being prosecuted if you or any of your customers publish illegal material in this or any other country.

You must ensure that your Website(s), Our Equipment and Your Equipment are not used to incite disorder, publish, disseminate or promote any material which encourages anything which is in any way pornographic, obscene, defamatory, menacing, offensive or in any way unlawful.

Neither you nor your customers are permitted to publish any content, or link to any content, in which you or they (as applicable) do not own the right, without the prior permission of the owner of the relevant right.

You must not use or allow any of your Websites, Our Equipment or Your Equipment to be used to transmit or post any material which may cause offence to others on the grounds of gender, race or religion or which may cause annoyance or offence to any person.

**Unacceptable Activities**

You must not use or allow any of your Websites, Our Equipment or Your Equipment to be used to distribute or promote any of the following:

- the sending of unsolicited emails or forged messages or spoofing
- software which may be used for port-scanning, virus creation, packet sniffing, smurfing, hacking, Trojan horses or any other illegal or anti-social activity
- any activity which interferes with systems or networks' ability to operate including denial of service attacks in any form
- lists of email addresses (unless all of the addressees on the list have given their explicit permission)
- the processing of personal data which does not comply with all applicable data protection and privacy laws and regulations
- links to any website(s) that host illegal content
- content designed to offend or cause needless anxiety to others

**Security**

You must not do anything, or allow any third party to do anything, which will compromise the security of FreeClix equipment and you are therefore required to install and use appropriate virus checking software and security devices and to impose this same requirement on any of your own customers that use any of your Websites or Your Equipment.

You must not share, or disclose to any third party, any passwords provided by FreeClix. Such passwords are your responsibility.

**FreeClix Rights**

Compliance with this Policy is a contractual requirement. We reserve the right to suspend, restrict or terminate your access to the Service if either you or a third party accessing your Website or Your Equipment causes, or is likely to cause, our Service to be interrupted, damaged or impaired.

Offending material may be removed without prior notice. We may retain a copy of such material for our records.

We reserve the right to forward offending material to the police or other regulatory authorities in the event that we are requested to do so or where a complaint is made about your use of the Service and is deemed by us to be inconsistent with this Policy.

**Complaints**

If you consider that one of our customers is in breach of this policy, please send details of the incident to us at [support@freeclix.com](mailto:support@freeclix.com)

Please provide as much information as possible including the date, time, timezone and IP address if applicable, together with all other relevant information. These should be provided in plain text within the email and not as attachments.

We will deal with all complaints received and take appropriate action where your complaint is upheld. Please allow up to two working days for a response.