

# AIRWAVE INTERNET

## Residential Application Form



Post completed form to  
 Airwave Internet, 8 Barryscourt Business Park, Carrigtwohill, Co. Cork T45 HP63  
 Telephone 021 202 4000 — Email: info@airwave.ie

First name		Last name	
<input style="width: 100%;" type="text"/>		<input style="width: 100%;" type="text"/>	
Installation Address		Billing Address (if different)	
<input style="width: 100%; height: 40px;" type="text"/>		<input style="width: 100%; height: 40px;" type="text"/>	
<input style="width: 100%; height: 40px;" type="text"/>		<input style="width: 100%; height: 40px;" type="text"/>	
<input style="width: 100%; height: 40px;" type="text"/>		<input style="width: 100%; height: 40px;" type="text"/>	
Post Code		How did you hear about us ?	
<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>		<input style="width: 100%; height: 60px;" type="text"/>	
Mobile number			
<input style="width: 100%;" type="text"/>			
Contact Number			
<input style="width: 100%;" type="text"/>			
Email address <small>(to be used for e-invoice)</small>		Date of birth <small>(Security question)</small>	
<input style="width: 100%;" type="text"/>		<input style="width: 100%;" type="text"/>	
<b>Broadband Service - Please tick service level required -</b>			<b>Add AirTalk ?</b>
<input type="checkbox"/>	<b>AirJet_Lite *</b> Up to <b>5Mbps / 512kbps</b>	<b>80Gb</b> € 36 per month	Reliable consistent service generous data allowance. Good for everyday usage.
<input type="checkbox"/>	<b>AirJet_Home *</b> Up to <b>15Mbps / 1Mbps</b>	<b>300Gb</b> € 40 per month	Superior consistent performance, YouTube, Streaming, Music, Gaming - ideal for all users, Remote working with optional static IP address
<input type="checkbox"/>	<b>AirJet_Plus *</b> Up to <b>20Mbps / 2Mbps</b>	<b>400Gb</b> € 50 per month	Faster speeds with excellent uplink performance. Ideal for VPN, intensive cloud based services or high-end gaming. Remote working with optional static IP address
<input type="checkbox"/>	<b>AirJet_Advanced *</b> Up to <b>30Mbps / 3Mbps</b>	<b>550Gb</b> € 60 per month	Super Fast—multiple devices at high speed, lightning quick with ample download limits to match
<b>Install fee of €120 due immediately—Monthly subscription invoice in advance thereafter</b>			
<b><i>FREE Wifi router included worth € 49 !!!!!</i></b>			
			AirTalk Low-cost Phone service  FREE Local, National and UK landline calls (up to 1000min per month) Low rates for calls outside bundle No call setup fee  <input type="checkbox"/> <b>Add AirTalk*</b> € 10 per month  <b>PhoneBOX hardware adaptor required</b> <input type="checkbox"/> Purchase € 49 (inc. 33%discount)  <input type="checkbox"/> Rental € 4 p/m

**Note:** Installation and contract

- The standard installation assumes 2 hours labour and 20m cable
- Your monthly invoice will be emailed to you. We will bill you in advance for your broadband and phone service plus any calls made outside your bundle in the last month.
- This is a 12 month contract.
- 1 months notice is required for cancellation of service.
- All equipment remains the property of Airwave Internet and will be removed if the account is terminated except for the wifi router and PhoneBOX if you have purchased.
- Each package has a generous monthly download allowance up to which your broadband will work at full speed. Once this allowance is used, your broadband will be slowed down as a means of sharing capacity amongst all customers.
- Usage is subject to Fair Usage policy and as with all broadband, a personal firewall is highly recommended.
- Please refer to our privacy policy on our website—[www.airwave.ie](http://www.airwave.ie)

Please confirm

I own these premises or I have received permission for installation of this equipment from the owner

**Note:** AirTalk Telephone Service

This is a telephone service that uses the Airwave network to carry your calls to the national phone trunk. It is totally independent of your existing copper wire based line.

- The AirTalk service costs just € 10 per month which includes FREE local, national and UK landline calls up to 1000 minutes per month. International and mobile calls are charged at competitive rates as listed on our web site.
- A hardware adaptor is required to use the service. The PhoneBOX costs € 49 and is plugged in alongside your router. Your phone will plug directly into the PhoneBOX.
- You can opt to rent the PhoneBOX for € 4 per month which remains the property of Airwave Internet
- We do not charge a call setup charge or a minimum call fee
- If you would like to keep your existing landline telephone number, please fill out the attached port request form
- Billing for Airtalk is monthly in advance plus calls made outside your bundle in the previous month.
- Airwave Internet take no responsibility for the use or abuse of the phone line and all calls made will be billed at the published rates.

This contract is made between Airwave Internet and you, the person named. We will supply you with the service and you are authorised to receive it via Airwave Internet wireless equipment subject to the Terms and Conditions of this contract. This application form is a legal agreement containing conditions of use of the service and exclusion of liability provisions. I have read, understood and accept the Airwave Internet Terms and Conditions. I am over 18 years of age.

Signature

Date

**SEPA Direct Debit Mandate**

**Instruction to your bank to pay direct debits**



Please complete this form instructing your bank to make payments directly from your account. Then return to -

Airwave Internet,  
8 Barryscourt Business Park  
Carrigtwohill,  
Co. Cork

For office use only

Originator's Identification Number : 304509

Unique Mandate Reference  
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Please write the name and full postal address of your bank and branch

Your Name

Address

SWIFT / BIC

IBAN

Banks may refuse to accept instructions to pay direct debits from some types of account.

**Instructions to your bank or building society**

I instruct you to pay direct debits from my account at the request of Airwave Internet.  
The amounts are variable and may be debited on various dates. I understand that Airwave Internet may change the amounts and dates only after giving me prior notice.  
I will inform the bank in writing if I wish to cancel this instruction. I understand a refund can be claimed through my bank subject to their terms and conditions.  
Airwave Internet is the trading name of Lackabeha Services Ltd.

**Signature**

**Date**

**Signature**

**Date**

# AIRWAVE INTERNET

## Number Porting Form



This form will be used by Airwave to have your existing landline phone number ported from your existing phone provider to our AirTalk phone service

### Number porting explained

- Your phone number is assigned to you and is independent of your telephone provider. This means that when you move from one provider to another, you can take your existing number with you.
- In our case, this means that you can keep your old number even though you no longer have an eircom line coming into your home/building.
- Once we receive this form, Airwave will submit this porting request on your behalf
- **You do not need to contact your existing provider**—the porting process will be done in the background
- Your previous provider will automatically disconnect your existing landline, issue you with a final bill and close your account with them

### Existing telephone account details

First name

Last name

Address

  

UAN or Account Number

You can find your UAN or account number on your last bill from your previous provider

Numbers to be ported

  

Some services that work over a PSTN (physical) line may not work over an AirTalk (VoIP) line due to the digital nature of the AirTalk service.

Do you use your existing telephone line for your TV service, house alarm, credit card machine, fax machine or similar device ?

Yes  No

If so, have you checked to ensure these devices are working prior to this porting going ahead ?

Yes  No

By signing this form, I authorise you to close my account in respect of the above telephone numbers in conjunction with the successful porting of the those number to another operator. I confirm I have the authority to make this instruction on behalf of my household/company.

Signature

Printed Name

Date