



The Square, Belmullet, Co Mayo

info@atlantek.net - 097-23019 - www.atlantek.net

## Broadband Service Contract

Customer Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

Eircode: \_\_\_\_\_ Mobile No: \_\_\_\_\_ Landline: \_\_\_\_\_

Email Address: \_\_\_\_\_ (Contract/Policy & Terms document will be issued by email)

Signed: \_\_\_\_\_ Name in Block Capitals: \_\_\_\_\_

Please tick the service required below: \_\_\_\_\_

### Service Purchased

**Atlantek Fibre 1000:** €85 inc vat p/m, €0 Installation Fee \*   
Expected download Speed 800-1000Mbps, Upload Speed 100-200Mbps  
Suitable For [ HD Streaming / Netflix / Skype / VOIP / Browsing / Email ]

**Atlantek Fibre 300:** €65 inc vat p/m, €0 Installation Fee \*   
Expected download Speed 200-300Mbps, Upload Speed 50-70Mbps  
Suitable For [ HD Streaming / Netflix / Skype / VOIP / Browsing / Email ]

**Atlantek Fibre 150:** €45 inc vat p/m, €0 Installation Fee \*   
Expected download Speed 100-150Mbps, Upload Speed 20-30Mbps  
Suitable For [ HD Streaming / Netflix / Skype / VOIP / Browsing / Email ]

**Atlantek VDSL:** €40 inc vat p/m, €0 Installation Fee \*   
Expected download Speed 30-100Mbps, Upload Speed 50-20Mbps  
Suitable For [ HD Streaming / Netflix / Skype / VOIP / Browsing / Email ]

**Atlantek Limitless:** €49 inc vat p/m, €249 Installation Fee   
Expected download Speed 20-45Mbps, Upload Speed 10-30Mbps  
Suitable For [ HD Streaming / Netflix / Skype / VOIP / Browsing / Email ]

**Atlantek Limitless-Upgrade:** €49 inc vat p/m, €150 Installation Fee   
Expected download Speed 20-45Mbps, Upload Speed 10-30Mbps  
Suitable For [ HD Streaming / Netflix / Skype / VOIP / Browsing / Email ]

**Atlantek Airmax:** €37 inc vat p/m, €150 Installation Fee   
Expected download Speed 2-10Mbps, Upload Speed 2-10Mbps



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Suitable For [ Skype / VOIP / Browsing / Email ]

### Broadband Policy / Terms Documentation

- An up to date list of Atlantek Broadband services may be found at <https://atlantek.net/broadband-services/>
- An up to date list of Atlantek opening hours / contact details and Broadband support services may be found at <https://atlantek.net/support/> & <https://atlantek.net/contact-us/>
- Current & previous revisions of the following Atlantek Policy & Terms documents may be found at <https://atlantek.net/policy-documents/>
  - Terms and Conditions for Broadband Services
  - Fair Usage Policy
  - Privacy Policy
  - Atlantek Complaints Code of Practice
  - Atlantek Broadband Service Contract
  - Atlantek Cooling Off Cancellation Form
- An up to date list of Atlantek Broadband services service and repair charges may be found at <https://atlantek.net/fees/>

### General Conditions of Broadband Service Provision

- Standard waiting time from order to installation is 7 – 10 days.
- Free Superfast Wireless Router with each package
- 12 month contract / Equipment Warranty
- Hardware maintenance/repair due to equipment fault is covered by warranty for first 12mths, lightening/storm damage is excluded as well as any fault/callout due to customer resetting routers, failing to correctly power up equipment or to ensure network cables are plugged in correctly as per the original installation.
- Maintenance calls for excluded faults are available on a chargeable basis as per Atlantek standard fees. (<https://atlantek.net/fees/>)
- Unlimited Data Per Month subject to Atlantek Fair Usage Policy (<https://atlantek.net/policy-documents/>)
- Subscription Options ( Monthly Direct Debit / Advance 6/12mth Payment )
- Local Customer Support - All faults in the general Erris area should be reported to Atlantek by calling (097)82255, Ballina area faults should be reported to (096)70658, Atlantek will log each call and endeavour to rectify by remote support, phone support or a callout. If you are not satisfied with the level of service or repair received you may follow our Complaints Code of Practice on our website which can be found at (<https://atlantek.net/policy-documents/>)
- Each customer who recommends the broadband service to a friend or family will receive 1 free month subscription per recommendation. To qualify, confirmation of the recommendation must be confirmed to the installer no later than during the installation phase. Free months cannot be credited retrospectively following the installation date.



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- Atlantek offer free installations for Fibre orders – this applies only to the customer being available and not missing or cancelling the first booked installation appointment. A fee of €170+vat will apply to all rescheduled or missed appointments.