



The Square, Belmullet, Co Mayo - [info@atlantek.net](mailto:info@atlantek.net) - 097-23019 - [www.atlantek.net](http://www.atlantek.net)

## **Atlantek Broadband Service Contract**

### **Broadband Policy / Terms Documentation**

- An up to date list of Atlantek Broadband services may be found at

<https://atlantek.net/broadband-services/>

### **Fibre Based Services:**

<b>Fibre 1000:</b>	€65 inc vat p/m, 12Mth Contract - Install Fee = €99
<b>Fibre 1000:</b>	€65 inc vat p/m, 24Mth Contract - Install Fee = Free
<b>Fibre 500:</b>	€45 inc vat p/m, 12Mth Contract - Install Fee = €99
<b>Fibre 500:</b>	€45 inc vat p/m, 24Mth Contract - Install Fee = Free

### **Wireless Based Services:**

<b>Wireless 100:</b>	€59 inc vat p/m, 12Mth Contract - Install Fee = €249
<b>Wireless 100:</b>	€59 inc vat p/m, 24Mth Contract - Install Fee = €139
<b>Wireless 50:</b>	€49 inc vat p/m, 12Mth Contract - Install Fee = €249
<b>Wireless 50:</b>	€49 inc vat p/m, 24Mth Contract - Install Fee = €139

- 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**

- All Services are suitable For [ HD Streaming / Netflix / Skype / VOIP / Browsing / Email ]
- Standard waiting time from order to installation is 7 – 10 days for wireless services and 7- 90 days for fibre services.
- Minimum Contract Term: 24mths, 30 days cancellation after the minimum period.
- Customer Support - All faults should be reported to Atlantek by calling (097)82255 or (096)70658, Atlantek will log each call and endeavour to rectify by remote support, phone support. 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/>)
- Hardware maintenance/repair due to equipment fault is covered by warranty for first 12mths, lightning/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.
- For Wireless services maintenance call outs for excluded faults are available on a chargeable basis as per Atlantek standard fees. (<https://atlantek.net/fees/>)
- For Fibre services all technical support is provided remotely & by phone – no onsite support provided.
- Unlimited Data Per Month subject to Atlantek Fair Usage Policy (<https://atlantek.net/policy-documents/>)
- Subscription Options (Monthly Direct Debit / Advance 6/12mth Payment)
- Each customer who recommends the broadband service to a friend or family will receive 1 free month subscription per recommendation. To



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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.