

CiaraCom IT Solutions Ltd.

Unit 2, Conall Building,

Ballyconnell, Co. Cavan Phone: 0719645837

Fax: 0494320503

Account Application Form

CiaraCom IT Solutions Wireless Network
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PERSONAL DETAILS (Only complete if account is to be in this name)		PLEASE COMPLETE IN BLOCK CAPITALS
**Name		Title (Mr.Mrs.Ms etc)
**Address		**County
**Tel	**Mob	email

BUSINESS ACCOUNT DETAILS(Only complete if account is to be in this name)		PLEASE COMPLETE IN BLOCK CAPITALS
**Contact Name		Title
**Company Name		
**Postal Address		
**Tel	**Fax	email

Account Options				
CiaraCom Home <input type="checkbox"/>	CiaraCom Home Plus <input type="checkbox"/>	CiaraCom Business <input type="checkbox"/>	CiaraCom Business Plus <input type="checkbox"/>	Business Advanced <input type="checkbox"/>
€24.60/ Month	€36.90 / Month	€61.50 / Month	€86.10/ Month	€146.40 / Month
1024k Down 512kUp 10GB limit	3 Mbps Down 3 Mbps Up No Limit	5 Mbps Down 3 Mbps Up No Limit	6 Mbps Down 4 Mbps Up No Limit	8 Mbps Down 4 Mbps Upload No Limit

Additional Hardware					PLEASE SPECIFY IF YOU REQUIRE ANY OF THE FOLLOWING
Network Card €36.00	Network Switch €60.00	Wireless Network Card €45.00	Configured Wireless Router €60	Hardware Firewall €85.00	
Quantity _____	Quantity _____	Quantity _____	Quantity _____	Quantity _____	

Engineers Notes	**SIGN HERE
	<p>I agree to pay all charges relating to my internet connection. I understand that by using this account I have read and agreed to be bound and will abide by the Terms and Conditions that accompany this form. The terms and conditions will also be available on the www.CiaraCom.ie website</p> <p>If I have filled out this application on behalf of a company. I agree that I have the authority to enter into contractual relations on behalf of this company with CiaraCom IT Solutions. I am over 18 years of age. I have agreed to have equipment installed on my premises. This may include the installation of an external antenna and a connection into the property from this device. I agree to this quotation.</p>
Office Use Only	<p>** NAME (PRINT) _____</p> <p>** SIGNED _____</p> <p>** DATE _____</p>

LANDLORD RELEASE FORM	
I agree to my tenant the right to install their internet connection on my premises. I understand that by doing this I have agreed to have equipment installed on my premises. This may include the installation of an external antenna and a connection into the property from this device. I agree that CiaraCom IT Solutions will own this equipment for the time that it resides on my premises.	
** Name (BLOCK CAPITALS) _____	
** Signed _____	** Date: _____

**PLEASE COMPLETE ALL RELEVANT SECTIONS.

Instruction to Your Bank to pay Direct Debit

Please complete parts 1 to 4 to instruct your Bank to make payments directly from your account.

Then return the form to:-

CiaraCom IT Solutions
Unit 2, Conall Building,
Ballyconnell,
Co. Cavan

Originators Identification No.

Originators Reference

1. The Manager (Bank Name)

(Bank Address)

2. Name Of Account Holder

3. Bank Sort Code

Account Number

Your Instructions to the bank and Signature

I instruct you to pay Direct Debits from my account at the request of
CiaraCom IT Solutions

I confirm that the amounts to be debited are variable and may be debited on various dates.

I shall duly notify the Bank in writing if I wish to cancel this instruction. I shall also so notify CiaraCom IT Solutions of such cancellation

This is a guarantee provided by your own Bank as a member of the Direct Debit Scheme, in which Banks and Originators of Direct Debits participate.

If you authorise payment by Direct Debit, then

Your Direct Debit Originator will notify you in advance of the amounts to be debited to your account

Your Bank will accept and pay such debits, provided that your account has sufficient available funds

If it is established that an unauthorised Direct Debit was charged to your account, you are guaranteed a prompt refund by your Bank of the amount so charged.

You can cancel the Direct Debit Instruction in good time by writing to your Bank

4. Account Holder Signature

Date ___ / ___ / ____

CiaraCom IT Solutions Wireless Broadband

Thank you for your enquiry about wireless broadband from CiaraCom IT Solutions. For your convenience we have supplied this information sheet which will hopefully answer whatever questions you may have regarding our wireless broadband.

How does it work?

The service uses a small radio transceiver, about 12cm square, mounted at roof height to connect to CiaraCom IT Solutions. This transceiver then connects to your computer or office network using a single data cable. As the equipment is specialized and to maintain the lowest cost to you, CiaraCom IT Solutions will provide you the equipment on loan for the duration of the service - the only costs you normally pay are for the installation itself, and the supply of brackets, cable, mounting pole, and similar fixings.

To achieve a connection under one of the standard service plans you **must** have clear line-of-sight from your planned transceiver location (i.e. rooftop) to a CiaraCom IT Solutions central network transmitter, and not be more than 20km from same.

Q. What do I need to send to CiaraCom IT Solutions to order my connection?

A. You need to send the following to CiaraCom IT Solutions
Completed Application Form

Q. How much does the installation cost?

A. The installation price is €120.00. You also need to pay the first month's broadband subscription in advance. All prices quoted are inclusive of VAT.

Home €24.60	Home Plus €36.90	Business €61.50	Business Plus €86.10	Business Advanced €146.40
Download : 1024 Kbps	Download : 3Mbps	Download : 5Mbps	Download : 6Mbps	Download : 8Mbps
Upload : 512 Kbps	Upload : 3Mbps	Upload : 3Mbps	Upload : 4Mbps	Upload : 4Mbps
Contention ratio 25:1	Contention ratio 15:1	Contention ratio 15:1	Contention ratio 10:1	Contention ratio 5:1
Data traffic per month: 10GB	Unlimited Data Transfer	Unlimited Data Transfer	Unlimited Data Transfer	Unlimited Data Transfer
Installation cost €120 with antennae	Installation cost €120 with antennae	Installation cost €120 with antennae	Installation cost €120 with antennae	Installation cost €120 with antennae

Q. Can I install the wireless equipment myself?

A. No, the equipment is **not** customer installable; it has to be installed by one of our qualified technicians to insure proper performance and signal strength.

Q. Will I lose my Internet connection when there are heavy storms like my satellite?

A. No. A properly engineered wireless connection, unlike satellite, only goes a few kilometres to an Access Point, not tens of thousands of kilometres like a satellite signal must do. Weather should not affect your connection at all.

Q. What do I need to connect to your wireless equipment once installed at my location?

A. You will need a network card, also known as an Ethernet card fitted to your computer (most modern computers have these as standard) to connect to the wireless equipment.

Q. Can I use your service with more than one computer?

A. Yes, but this will require you to use an Ethernet switch or wireless router.

Q. Can I use my wireless connection at more than one location?

A. No. Our wireless is **fixed** wireless and will only work at the location of initial install.

Q. Can someone spy on me while I am using my wireless or is my computer less secure?

A. No. We use WPA2 and many other security measures to ensure the security of our home and business users.

Q. Will my games work over your wireless?

A. Yes. Wireless works very well for gaming and in some if not most cases has lower latency then comparable types of service.

Q. Can I keep my email account with another ISP?

A. Yes.

Q. Can I use my phone while I use the internet?

A. Yes. CiaraCom IT Solutions Broadband is wireless and does not require a phone line. In fact, the availability of Voice over IP (VoIP) technology means that many people will no longer need a phone line at all.

Q. What is a "line of sight" survey and why do I need it?

A. Wireless internet is strictly dependent on the wireless equipment being able to see the Access Point without any obstructions, such as trees, buildings, or anything else that might hinder a radio connection. This is called line of sight (LOS), and is the reason we need to do a survey to determine if a link can actually be made to our Access Point.

Q. What if my site fails the site survey.

A. We will make every attempt to acquire the necessary line of sight from your building to our access point. If the survey results in a fails then there is no charge at all.

Q. Is there a limit to the amount of time I can spend online?

A. There is no limit on the amount of time you want to spend online. All of our packages are always on internet access.

Q. Is there a limit on the amount I can download?

A. The only package that is limited is CiaraCom Home. There is a 10 GB limit imposed on this package. Once you reach this limit you will be charged on a per mb basis. All of the other packages are unlimited.

Q. How do the speeds compare to a dial up connection?

CiaraCom Package	Speed	How much faster than dialup
CiaraCom Home	1024kb Download 512kb Upload	20 times faster
CiaraCom Home Plus	3Mbps Download 3Mbps Upload	60 times faster
CiaraCom Business	5Mbps Download 3Mbps Upload	100 times Faster
CiaraCom Business Plus	6Mbps Download 4Mbps Upload	120 times faster
CiaraCom Business Advanced	8Mbps Download 4Mbps Upload	150 times faster