



CUSTOMER SERVICE AGREEMENT

Dealer	Contract Period	CPS		36 Months unless otherwise stated
1. Customer Details	Contract Period	WLR		60 Months unless otherwise stated

Customer name:	Contact name:
Company address:	Contact tel no:
	Fax no:
Post code:	Mobile:
Billing address:	E-mail:
	Co. reg no.
Post code:	No. of Sites

2. Customer BT Account Details

Ref	BT account number	Billing telephone numbers	Lines	Type	System Y/N	Transfer line to Townley
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						

Please note you must enclose copies of your BT bills for all lines, these should clearly show the BT account number. Any bills from other telecoms suppliers must always be attached when submitting this form. Line type codes (BH) BT business Highway, (I2) ISDN 2, (I30) ISDN 30, (FL) Feature line BT bus analogue (BTAM) Bt analogue multiline (BT HA) Home analogue-BT.

3. PBX Maintainer Information

Maintainer name:	Switch to be re-programmed? Y / N	Diallers on site? Y / N
Contact tel no:	Programming to be carried out by? Customer / Maintainer	

4. Billing Information

Tariff Required:	Billing contact	Billing email address
Request online billing Y / N	Online billing ref	Office use only

5. Townley Select Services (All costs are charged monthly per telephone No. - only available on BT Digital Exchange).

Service	Cost	Required on lines (Ref)	Service	Cost	Required on lines
Call divert	£1.50		Call minder - Premier (5+2)	£3.69	
Call waiting	£1.50		Call minder - Premier (5+4)	£3.97	
3way calling	£1.50		Reminder call	£1.50	
Call barring - prem/mobile/int	FREE		Caller display	£1.50	
Inbound Call barring	£7.20		Call sign	£1.50	
1571 - Wholesale	94p		1471 Extra	£4.00	
Call minder - Standard	£1.70		Smart divert	£3.75	
Call minder - Plus	£2.55		Call rejection (anonymous)	£3.00	
Call minder - Premier (5)	£3.40		Choose to refuse	£2.50	

6. Phonebook/Directory Enquiries Requirements

Ref as above	Classification	Name to be entered

7. Non Geographical Numbers

Chosen numbers	Target numbers

8. Additional Services / Special Instructions

9. Customer consent and declaration

I hereby give authority for Townley Network Solutions (UK) LLP to deal with my account for the process enabling CPS and/or transferring my telephone lines to Townley Network Solutions (UK) LLP (Delete transferring or CPS as appropriate). I/We wish to apply for the above services and have read and agree to the terms and conditions overleaf.

Print Name:	Townley Sales Manager:
Signature:	Townley Authorised Signatory:
Position:	Print Name:
Date:	

Instructions to your Bank or Building Society to pay Direct Debits. Please fill in the form and send to: Townley Network Solutions, The Pavilions, Chester Business Park, Chester CH4 9QH.

To the manager _____ Bank/Building Society

Address _____

_____ Postcode _____

Name of Account Holder(s) _____

Originator's Identification Number

4	1	9	4	5	8
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Reference Number

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Please pay Townley Network Solutions (UK) LLP direct debits from the account detailed on this instruction, subject to safeguards assured by the direct debit guarantee. I understand that this Instruction may remain with Townley Network Solutions (UK) LLP and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s) _____ Date _____

_____ Date _____

Banks & Building Societies may not accept Direct Debit instructions for some types of accounts.