



Call Flow Solutions Ltd
 Suite 2 Branbridges Ind Est
 Branbridges Road. East Peckham
 Kent, TN12 5HF

t: 08002800590 f: 08002800591
 e: orders@callflow.co.uk
 www.callflow.co.uk

For office use only					
DATAB	LETTER	SYM	DD	PCS60	BT SLU
A/C Ref			[][][][][][]		
Cabinet Ref			Pair Ref		
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Live date: _____					

Call Flow Wraysbury Broadband Special Offer Order Form

Name and full postal address:

Name:	
Address:	
	Post Code:
Contact Telephone Number:	Email Address for billing and all correspondence:

Select your broadband package: Please TICK the box of which option you require

Package Name	Download speeds	Connection Fee	Monthly Usage Limit	Monthly package price (inc phone line)
Call Flow 30	Up to 30 Mbps	FREE	40GB	£30.99 £29.99 £19.99 for first 3 months <input type="checkbox"/>
Call Flow Plus	Up to 30 Mbps	FREE	200GB (20p per GB thereafter)	£47.99 £37.99 £27.99 for first 3 months <input type="checkbox"/>
Call Flow Unlimited Special Offer	Up to 100Mbps	FREE	Truly Unlimited	£47.99 £39.99 £29.99 for first 3 months <input type="checkbox"/>

Orders include a wireless AC router with free delivery.

Telephone Options:

I authorise Call Flow to transfer my line rental and calls from my current provider.
 Line only rental (no inclusive calls) is £16.99 per month. Line rental included in the overall price of package.

Telephone number to transfer [][][][][][][][][][]

Telephone Package options:

Please select your chosen telecoms package from the three options below. For more information please refer to our telecoms package document.

Line Only Unlimited WEEKEND and EVENING (£3 pcm) Unlimited ANYTIME (£6 pcm)

How did you hear about us? _____

WHEN COMPLETE PLEASE SIGN AND RETURN ORIGINAL DOCUMENTS TO THE ADDRESS AT THE TOP OF THIS PAGE. PLEASE NOTE THE ORDER TO TRANSFER YOUR LINE RENTAL AND CALLS ACROSS TO CALL FLOW SOLUTIONS WILL ONLY BE PLACED ONCE YOUR BROADBAND HAS SUCCESSFULLY BEEN INSTALLED. TRANSFERS TAKE MINIMUM 10 WORKING DAYS. YOU WILL BE NOTIFIED OF THE TRANSFER DATE BY LETTER.

Authorised signature(s):	Date:
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Prices include VAT unless otherwise stated. Subject to Call Flow Solutions Terms and Conditions, copies of which can be found online at www.callflow.co.uk. All orders placed are subject to a minimum 18 month contract. When cancelling a contract within the minimum term early termination fees may apply. This charge will be calculated by multiplying the number of months remaining in the minimum term by a monthly early termination charge. Line rental mandatory with fibre to the cabinet connections. Orders are only valid with a completed and signed direct debit mandate (attached). Any cfs-broadband Mailboxes required are charged at £3.49 each per month, please contact us for more information. After 18 months you will pay the original package price, i.e. Call Flow 30 package will cost £39.99 per month. You may add any Call Flow call plans at an additional cost stated at the prices above. Prices and terms may vary at any time during the contract. We will tell you about any important changes in advance. Other exclusions and conditions may apply. Registered businesses are not permitted to order a residential package.123.



Instruction to your bank or building society to pay by Direct Debit

Please fill in the whole form including official use box using a ball point pen and send it to:

CALL FLOW SOLUTIONS LTD
SUITE 2, GROUND FLOOR OFFICE
BRANBRIDGES IND ESTATE
BRANBRIDGES ROAD
EAST PECKHAM
TONBRIDGE
KENT
TN12 5HF

Service user number

5 0 7 4 8 0

Name(s) of account holder(s)

Bank/building society account number

Branch sort code

Name and full postal address of your bank or building society

To: The Manager Bank/building society
Address
Postcode

FOR CALL FLOW SOLUTIONS LIMITED OFFICIAL USE ONLY
This is not part of the instruction to your bank or building society.

Instruction to your bank or building society

Please pay Call Flow Solutions Limited Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Call Flow Solutions Limited and, if so, details will be passed electronically to my bank/building society.

Signature(s)
Date

Reference

Banks and building societies may not accept Direct Debit Instructions for some types of account

DD11

This guarantee should be detached and retained by the payer.

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Call Flow Solutions Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Call Flow Solutions Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Call Flow Solutions Limited or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
 - If you receive a refund you are not entitled to, you must pay it back when Call Flow Solutions Limited asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.