

Customer order form for: \_\_\_\_\_



Site address: \_\_\_\_\_

Billing name: \_\_\_\_\_ NIF/CIF: \_\_\_\_\_

### Client account and Hardware

T18: \_\_\_\_\_ T20: \_\_\_\_\_ T22: \_\_\_\_\_ T:26: \_\_\_\_\_ EXP39: \_\_\_\_\_ C590: \_\_\_\_\_ DLink 8 Port: \_\_\_\_\_ YHS32: \_\_\_\_\_

Number of handset accounts: \_\_\_\_\_ Number of telephone lines: \_\_\_\_\_ Other: \_\_\_\_\_

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Client account fee set up: € 49.00    Client account fee monthly: € 1,99    Installation fee: € \_\_\_\_\_

Notes: \_\_\_\_\_

Purchase:     **OR**    Rental:

Products and services can be added at any time in the future to enhance your phone system, and will extend this contract's duration.

### Special Features

Remote pickup: \_\_\_\_\_ E-voicemail mailbox: \_\_\_\_\_ Fax service: \_\_\_\_\_ Personal greeting: \_\_\_\_\_ Alarm/Event Trg: \_\_\_\_\_

Remote access: \_\_\_\_\_ Call restriction: \_\_\_\_\_ Call conferencing: \_\_\_\_\_ Time group: \_\_\_\_\_ Page broadcast: \_\_\_\_\_

Physical phone installation can take up to three weeks. Ask us about our low impact install policy.

### Automated Call Distribution

IVR menu: \_\_\_\_\_ Call queue: \_\_\_\_\_ Ring and Hunt group: \_\_\_\_\_ Pattern menu: \_\_\_\_\_

Notes for ACD system: \_\_\_\_\_

Avance Telecom will work with you to configure your ACD system after the installation is complete.

By signing this order form, I, the customer, consent to pay Avance Digital Telecom S.L. the 'Final monthly cost' each month for the entire 'Contract Duration', and I understand that although the monthly charges on this form are fixed for the 'Contract Duration', the call charges may vary at any time. If the 'Contract Duration' is 0, I am aware the monthly charges on this form may change at any time (see [admin.avancetelecom.es](http://admin.avancetelecom.es) for latest charges). I agree to be bound without reservation by Avance Digital Telecom's terms and conditions, which I understand are freely available on their website.

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Signatory name: \_\_\_\_\_

Customer signature: \_\_\_\_\_

# Ordered from: Avance Digital Telecom S.L.



CIF: B76087428 Contract number: \_\_\_\_\_ (YYMMDDVV)

## Numbers (Direct Dial In numbers or DDI's)

Spain Geo: \_\_\_\_\_ Spain Non-Geo: \_\_\_\_\_ Spain Port: \_\_\_\_\_ UK Geo: \_\_\_\_\_ UK Non-Geo: \_\_\_\_\_ German Geo: \_\_\_\_\_  
Port existing number: \_\_\_\_\_ Other numbers: \_\_\_\_\_

The Spanish number porting process usually takes 3 hours and can take up to 48 hours.

## Contract Duration

0 months: \_\_\_\_\_ 12 months: \_\_\_\_\_ 24 months: \_\_\_\_\_ 36 months: \_\_\_\_\_ 48 months: \_\_\_\_\_  
Start date of contract: DAY \_\_\_\_\_ MONTH \_\_\_\_\_ YEAR \_\_\_\_\_ OR After installation \_\_\_\_\_

Mid-term cancellation charges apply, details of which can be found in our terms and conditions.

## Training and Configuration Time

First month: Time included at no additional cost for training personnel and initial system configuration changes: \_\_\_\_\_ minutes  
Each subsequent month: Time included at no additional cost for system re-configuration adapting to your needs: \_\_\_\_\_ minutes

There is a €25,00 charge per 30 minutes for system reconfiguration after the free TCT time is used up.

## Other Information

Post-pay or Pre-pay: \_\_\_\_\_ AT representative name & initials: \_\_\_\_\_  
Payment preference: Credit/Debit card: \_\_\_\_\_ Bank transfer: \_\_\_\_\_ Direct Debit: \_\_\_\_\_

Set-up cost: € \_\_\_\_\_  
Monthly cost: € \_\_\_\_\_

By signing this order form, I, the customer, consent to provide payment information as required to Avance Digital Telecom S.L. enabling them to collect or receive payment of 50% of the 'Final set-up cost' immediately, and to pay the remaining 50% of the 'Final set-up cost' after the installation is complete as defined in Avance Digital Telecom's terms and conditions. I understand I will receive a monthly invoice generally between the 1st and the 5th of each month with the previous month's call charges and with other charges for the month ahead, which is due upon receiving the invoice.

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Signatory name: \_\_\_\_\_

Customer signature: \_\_\_\_\_