

# TRUESPEED ORDER FORM

Please tick which service you would like:

- |  |                         |
|--|-------------------------|
| <input type="checkbox"/> <b>Truespeed 80</b>   80 Mbps   18 month contract   1 phone line    | <b>£29.99 per month</b> |
| <input type="checkbox"/> <b>Truespeed 200</b>   200 Mbps   18 month contract   1 phone line  | <b>£47.50 per month</b> |
| <input type="checkbox"/> <b>Truespeed 350</b>   350 Mbps   18 month contract   1 phone line  | <b>£49.99 per month</b> |
| <input type="checkbox"/> <b>Truespeed 500</b>   500 Mbps   18 month contract   2 phone lines | <b>£59.99 per month</b> |
| <input type="checkbox"/> <b>Truespeed 900</b>   900 Mbps   18 month contract   2 phone lines | <b>£69.99 per month</b> |

\*First Names

\*Surname

\*Address (where service is to be installed)

Home Phone

\*Postcode

\*Mobile

Billing Address (if different to installation address)

\*Email Address

Postcode

How did you hear about Truespeed?

## Homeowner Consent

Are you the owner of the address where the service is to be installed?

Yes  No

If not, do you have landlord permission? (You need written permission before placing your order with Truespeed).

Yes  No

Do you want to port your current phone number?\*

Line 1

Yes  No

What is the number to be ported?

Line 2 (if applicable)

Yes  No

What is the number to be ported?

Please tick any additional services you would like to receive as part of the phone service. £1.25 per month per service.

Line 1	<input type="checkbox"/> Voicemail	<input type="checkbox"/> Call divert	<input type="checkbox"/> Call waiting
Line 2	<input type="checkbox"/> Voicemail	<input type="checkbox"/> Call divert	<input type="checkbox"/> Call waiting

Please tick any calling plans you would like to subscribe to:

- UK Evenings and Weekends | £2.99 per month**  
Unlimited calls to UK landlines on evenings after 7pm and all weekend.
- Anytime UK | £6.99 per month**  
Unlimited calls to UK landlines

\*A phone number will automatically be assigned unless you choose to port your current number. Porting can take up to 30 days from the request date. The cost of porting is a one-off fee of £15 per telephone number.

**You can subscribe to the following bolt-ons only if you have selected one of the above calling plans:**

- Mobile 250 | £4.99 per month**  
250 minutes of calls to UK mobile numbers each month
- Mobile 750 | £9.99 per month**  
750 minutes of calls to UK mobile numbers each month
- International 750 | £4.99 per month**  
750 minutes of calls to 40 destinations worldwide\*\*

### How to claim a FREE standard installation:

The government department for Digital, Culture, Media and Sport (DCMS) can provide funding to help with the cost of your gigabit capable full fibre connection.

- Yes, I want to take advantage of the DCMS scheme to claim my FREE standard installation. I give consent for my contact details to be sent to the DCMS solely for this purpose.\*
- No, I do not want to take advantage of the gigabit scheme and understand I will be liable for the standard installation fee.

\*Contact details consist of name, email address, phone number and postal address.

### Important information

The phone service runs through the internet connection.

In the unlikely event of a powercut or service failure, the phone will cease to work, including calls to the emergency numbers 999 and 112.

These situations may be caused by events outside of Truespeed's control.

We guarantee speeds directly to your router. Wi-fi speeds can vary depending on the device used, thickness of walls in the property and distance from the router. If you currently use Wi-fi extenders, please keep these and reconnect them to your Truespeed router.

**Please tick this box to acknowledge that you understand.**

### Marketing Consent

We may want to update you in the future for marketing purposes via email, phone or post.

**Please tick this box if you are happy for us to contact you**

### Acknowledgement of T&Cs

By submitting this service order form, you agree that we may carry out relevant credit checks.

By signing this service order form, you acknowledge that you agree to abide by:

- 1) Truespeed general terms and conditions
- 2) Truespeed acceptable use policy

**Please tick this box to confirm you accept our terms and conditions which can be found at [Truespeed.com/terms](https://www.truespeed.com/terms)**

Signed

Print name

Date

Please return your completed service order form to:  
[ultrafast@truespeed.com](mailto:ultrafast@truespeed.com)

Or post it to:  
Truespeed, Pinesgate West,  
Lower Bristol Road,  
Bath, BA2 3DP

Notes/current contract commitments

\*\* Australia, Austria, Azores, Belgium, Bulgaria, Canada, Canary Islands, Cyprus, Czech Republic, Denmark, France, Finland, Germany, India, Hong Kong, Hungary, Iceland, Ireland, Israel, Italy, Luxembourg, Malaysia, Malta, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Russia (Moscow and St. Petersburg only), Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, USA.