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Black Widow Ltd T/A UniverCell

## Telecom Service Agreement

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### Customer Information

Name

Position

Mobile no.

Email

### Company Information

Company

Registration No.

Installation Address:

Fax Number

### Line Installation

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Indicate if the line is Analogue, ISDN 2 or ISDN 30?

Do the lines run through PBX or Direct?

Is the line transferred line from BT?

Is this an installation of a new Line?

Indicate if Number Selection is required

## Line Installation details:

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Indicate total number of lines per number?

Indicate if CPS/IDA or both:

Do the lines run through PBX or Direct?

Is Broadband on the Line?

Circle the type of line from the following:

Circle from the following to indicate how the line is used:

Indicate how the line is used:

Will you require Broadband on the Line?

Enter full telephone number of line transfer/installation:

**Please tick the priority level of maintenance needed for the line in the event of a fault. We would advise to apply Care level 4 on Broadband and Security lines including but not limited to alarm lines, elevator telephones and broadband for CCTV.**

**CARE LEVEL 4** - Engineers will aim to fix fault within 6 hours of the fault being reported. Customers will be available to report faults Monday - Sunday 24/7, including Bank and Public holidays. Only available for Business Lines.

CARE LEVEL 3 - BT's Engineer will aim to fix fault within 24 hours of the reported fault. Customers will be available to report faults Monday - Sunday 24/7, including Bank and Public Holidays.

Care LEVEL 2 - BT's Engineer will aim to fix fault by the end of the next working day of the reported fault, only during working hours of 08:00 to 18:00 Mon - Sat, excluding Bank/Public Holidays

Standard care inclusive with all lines - BT's Engineer will aim to fix fault within 2 working days of the reported fault only during working hours of 08:00 to 18:00 Mon - Sat, excluding Bank/Public Holidays

## Owner Acceptance

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Your signature here confirms your acceptance to be bound by Black Widow Ltd T/A UniverCell. Terms and Conditions of service, provision of equipment and maintenance. A copy of the Terms and Conditions are available upon request. This signature applies to all sites to where service and/or equipment is required.

Please tick where appropriate:

I understand that Black Widow Ltd T/A UniverCell uses Direct Debit in order to ensure that its customers receive the most competitive rates. DD details to be supplied on sheet following.

I understand Black Widow Ltd T/A UniverCell sends its standard bill with management of itemisation reports via Email.

When Black Widow Ltd T/A UniverCell either installs or takes over line rental(s) from a pre-existing analogue or ISDN line the contract lengthens of either 2, 3 or 5 years from the date of signature below.

**In the absence of having any box ticked, the contract length will default to a 5 years minimum term.**

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Signature

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Print name (BLOCK LETTERS)

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Position

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Date