



### **New internet connection request form:**

**Please complete the form (in block capitals) in full to avoid confusion.**

Name (on passport): \_\_\_\_\_

Name (for invoice if different): \_\_\_\_\_

Address (of property requiring internet): Is it an individual building or an apartment block?  
(please circle the appropriate answer above).

Apt No. \_\_\_\_\_ Floor \_\_\_\_\_ (if applicable)

Building name: \_\_\_\_\_ Road: \_\_\_\_\_

Postcode: \_\_\_\_\_

Town: \_\_\_\_\_

Contact details: Mobile: \_\_\_\_\_ Home: \_\_\_\_\_

Office: \_\_\_\_\_ Email: \_\_\_\_\_

Occupation: \_\_\_\_\_

Existing/previous landline phone number: \_\_\_\_\_

Telephone number of close neighbour if known (this can help France Telecom locate the building):  
\_\_\_\_\_ (only required if no existing or previous number)

Preferred tariff (package): Internet only / Phone & Internet / Phone only

Preferred supplier: Orange / SFR / Bouygues / Nordnet / other \_\_\_\_\_

As standard we will install the suppliers own brand modem unless you have a specific preference or requirement for a different modem, if this is the case please advise us:

Buy modem (not incl. in price)/Rent Modem (=€3 per month)? \_\_\_\_\_

Access to property: Anytime/Limited/On demand/other \_\_\_\_\_

Phone outlet location: \_\_\_\_\_

#### **Optional:**

SSID (Wifi name) desired: \_\_\_\_\_

Wifi password desired: \_\_\_\_\_ (8 characters minimum – case sensitive)

Admin password for modem desired: \_\_\_\_\_ (8 characters minimum – case sensitive)

**Important : Please see page 2 for documents to attach and T&Cs.**

Signed: \_\_\_\_\_

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

Please return completed form & attached documents to: Running Repairs, Chemin des Glieres, Aigueblanche, 73260, France or [info@runningrepairs.fr](mailto:info@runningrepairs.fr)



## **New internet connection request form (page 2):**

**Please ensure you attach the following items correctly as without them the connection cannot be started.**

A copy of your:

- Passport
- R.I.B. (French Bank details – a bank statement will **NOT** do)
- Utility bill (with property address & clients name on it - e.g. EDF bill etc), if the property is newly acquired then an “attestation” from the notaire will replace this.

### **Terms & conditions:**

**By signing this form the client agrees that:**

Running Repairs employees may enter their property as per the method noted above to complete the required work. A French ‘line technician’ may also be present but will be accompanied.

Unless a phone number is supplied (or the supplier holds a record of the client’s property) then an additional €69 ‘*intervention*’ charge may be required on top of the installation fee. This fee is charged directly by the supplier & will appear on the client’s first invoice from them.

They are in possession of a functional (but not necessarily active) phone line & accepts that additional fees can be incurred if this is not the case. Specifically the client accepts that the supplier & Running Repairs will charge for the extra call out required if no phone line is present.

The client accepts all responsibility for payment of all invoices from the supplier as per their contract agreement even if no invoices are received. The client accepts that it is not within Running Repairs control to ensure payments (including *prelevements* [direct debits]) are made & whilst Running Repairs will help in this situation ultimately Running Repairs has no responsibility regarding payments.

The client understands that if no payment is received for 3 consecutive months then the supplier will permanently terminate their contract. The internet connection will then need to be started again from scratch thus incurring further fees from both the supplier & Running Repairs.

The client accepts that Running Repairs will complete the paperwork on their behalf with the information supplied & that all signatures will be replicated to complete supplier paperwork.

The client agrees that Running Repairs may setup a remote access connection to the installed modem for the purpose of trouble shooting the modem or testing the line or connection.

By signing this form the client understands these terms & agrees to the charges where required.

Signed: \_\_\_\_\_

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

Please return completed form & attached documents to: Running Repairs, Chemin des Glieres, Aigueblanche, 73260, France or [info@runningrepairs.fr](mailto:info@runningrepairs.fr)