



New fibre 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: _____

Date of Birth: _____

Contact details: Mobile number: _____ Home: _____

Office: _____ Email: _____

Occupation: _____

Existing/previous landline number **Or** number of close neighbour: _____

Preferred tariff: Cheapest/Fastest/other TV box desired? Y/N (additional one off €40 charge)

Preferred supplier: Orange / SFR / Bouygues / Free / 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:

Access to property: Anytime/Limited/On demand/other _____

Existing Phone outlet location: _____

Desired Fibre router location: _____

Do you require us to cancel an existing internet contract & return equipment on your behalf? (Additional fees may apply) Y/N

Optional:

SSID (Wifi name) desired: _____

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

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

Signed: _____

Date: _____

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



New fibre 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

Costs:

- Fibre Contract Setup, including modem configuration and installation = **€700**
NB: This allows for a day’s labour, we would hope to be able to complete within this budget but cannot guarantee this as there are currently too many unknowns.
- Note: Cancellation of existing internet package may incur further costs including the returning of ISP’s hardware.

Terms & conditions:

By signing this form the client agrees that:

That they are engaging Running Repairs to install the fibre connection of their behalf but they could complete the installation without RR. If the client has an alarm or other remote system using the telephone line then there is a risk that this may no longer work with the new fibre system. The client understands these risks & is willing to continue with the fibre installation regardless & understands additional costs may be required to resolve the issues.

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.

A connection fee from the ISP (Internet Service Provider) is likely for all installations & will be charged directly by the ISP. We (Running Repairs) have no control over this.

A neighbour’s phone number can help France Telecom locate the building thus making the installation easier & often cheaper.

The client is 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 ISP 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 ISP 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.

Please write ‘Bon pour accord’:

Signed: _____

Date: _____

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