



faces not numbers



# Master Service Agreement Form

THIS MASTER AGREEMENT COVERS ALL PRODUCTS ON YOUR ACCOUNT.

By signing this form you agree to our terms and conditions  
For full details of our terms and conditions please visit [www.adept-telecom.co.uk](http://www.adept-telecom.co.uk)

1) ACCOUNT DETAILS	
<b>CUSTOMER SECTION</b>	<b>INTERNAL/BUSINESS PARTNER</b>
<b>Company Name:</b>	<b>Customer Account No:</b>
Main Contact Name:	Business Partner:
Main Contact No:	Contact No:
Main Email:	Email:
Billing Address:	Cust ID:
Email Billing address:	
Accounts Contact Name:	System Maintainer:
Accounts Contact No:	Contact No:
Email:	System Make & Model:
2) CONTRACT/SERVICES	
<b>Services</b>	<b>Contract Length</b>
Line Rental	12 Month
Calls	24 Month
ADSL	36 Month
Inbound	60 Month
Data	
Average Monthly Spend:	Line Rental Tariff:
	Call Tariff:
Service not available to AdEPT	Agreed Rates:
Reason	
3) BILLING SETUP	
Single Site Companies	
<b>Itemisation</b>	<b>Multi Site Companies</b> – Please call us to discuss billing options available.
Standard (0.75): Yes / No	
Other Itemisation:	



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5) DIRECT DEBIT

**AdEPT Telecom Plc**



Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form including official use box using a ball point pen and send it to:

Originator's Identification Number

6 7 7 6 2 1

Adept Telecom PLC trading as  
AdEPT Telecom  
77 Mount Ephraim  
Tunbridge Wells  
Kent TN4 8BS

**FOR ADEPT TELECOM OFFICIAL USE ONLY**  
This is not part of the instruction to your Bank or Building Society.

Name(s) of Account Holder(s)

Bank/Building Society account number

Branch Sort Code

Name and full postal address of your Bank or Building Society

To: The Manager Bank/Building Society

Address

Post Code

Reference Number (found on your bill)

0 0 0 4 1

**Instruction to your Bank or Building Society**

Please pay Adept Telecom Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Adept Telecom and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

This guarantee should be detached and retained by the Payer

**The Direct Debit Guarantee**

This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.

If the amounts to be paid or the payment dates change Adept Telecom will notify you 10 working days in advance of your account being debited or as otherwise agreed. If an error is made by Adept Telecom or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid. You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.

You will be charged £3.00 per month exc VAT for any other payment method & an additional £10 if payment reaches us outside of AdEPT's payment terms.





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**4) AUTHORISED SIGNATORIES**

**Please name any persons that can authorise future work or changes to the contract with AdEPT.**

Name:	Name:
Position/Company:	Position/Company:
Name:	Name:
Position/Company:	Position/Company:
Name:	Name:
Position/Company:	Position/Company:

**5) SIGNATURE**

**Please read declaration and sign to allow AdEPT the authority to liaise with your current supplier if required.**

I hereby give permission for AdEPT Telecom to discuss the details of products and services relating to my account. This letter of authority is for the current SP to provide AdEPT information relating to the contracted products and services as requested. This letter will also authorise AdEPT to request changes to products and services in order to complete the transfer of service and sign any related paperwork to authorise these changes.

All future order forms will be added to this Master service agreement for the contract duration. To qualify for new services with discounted installations, the master service agreement must cover the specified duration. If not a new master service agreement must be signed for the duration, and all previous service additions will fall under the most recent master service agreement form. AdEPT Telecom are able to provide further services as one of the UK's Leading Comm's Integrators. By signing this form you agree to our terms and conditions and prices, for full details visit: [www.adept-telecom.co.uk](http://www.adept-telecom.co.uk).

<b>Name:</b>	<b>Signed:</b>	<b>Date:</b>