



ANYTHING AND EVERYTHING ON THE NETWORK

One Barnes Park South Wallingford, CT. 06492
Phone: 877-312-5560 Fax: 877-312-5544

DSL Service Order

1. Customer Information

Customer Name
Address
City
State
Zip
Customer Name at Service Location
City
State
Zip
Billing Address if different then Customer Address:
City
State
Zip
Contact Name
Contact Number
Alternate Number
E-mail Address
Technical Contact Name
Contact Number

2. DSL Service Order

Order Activity: New Add Change Disconnect Move
Term Commitment: 12 Months 24 Months 36 Months
Service Type: BIA (Basic Internet Access) VOA (Voiceover ATM)
SOHO ADSL 1.5/384 SOHO ADSL 10.0/1 TeleXtend T1-384K
SOHO ADSL 1.5/768 SOHO ADSL 15.0/1 TeleXtend T1-768K
SOHO ADSL 3.0/384 Telespeed SDSL 192K TeleXtend T1-1.5M
SOHO ADSL 3.0/768 Telespeed SDSL 384K TeleXtend Bonded T1-3.0M
SOHO ADSL 6.0/768 Telespeed SDSL 768K Other
SOHO ADSL 8.0/1 Telespeed SDSL 1.5M Ethernet on Copper Bandwidth Mbs
Monthly Charge:
Prof Install Charge: (NRC) Yes No NRC Number of IP's:
Self Install: Yes No If (1) IP, NAT is Manatory
Expedite Fee: Yes No (Additional charge will apply)
Equipment Needed Yes No CPE Type
Equipment Charge MRC NRC
Total MRC Total NRC

3. Summary of Order or Additional Comments

4. Customer Authorization

TO: All Local Exchange Companies (LECs), Long Distance Companies (IXCs), Resellers, Rebillers, and Regional Bell Operating Companies (RBOCs). In accordance with this executed agreement, I/We ("Customer") do hereby authorize Prescient Worldwide to act as our communications agent to place service orders, change network carriers, obtain telephone account information/numbers, PIC codes, and any other customer information needed to assign Prescient Worldwide agency to vendors. We are authorizing them to implement contracted Broadband services ("Services"). Customer's bill also include various taxes, monthly fees and surcharges authorized by federal, local and state governments which may exceed \$10 per month per line. Service availability is subject to customer meeting credit criteria. Customer provides authorization to perform credit checks and investigate customer's bank and other credit references, where permitted by law. By executing this Service Agreement Customer agrees to the additional terms and conditions set forth at http://www.prescientworldwide.com/terms-of-service.php. If you are unable to access this link please contact us at 877-312-5564 to request a copy of these additional terms and conditions.

DSL- At the time of the scheduled installation, if the DSL technician determines that the requested speed cannot be achieved, the technician will contact Prescient Worldwide and/or the customer for acceptance. The DSL vendor does not warranty that circuits will perform at a particular speed or uninterrupted, error-free or completely secure from worms, viruses or hackers. If the technician is turned away from a scheduled appointment, certain fees will apply. If there is no access for a scheduled appointment, there is a \$99.00 charge per occurrence.

IP Addresses - The customer understands that IP addresses are not portable and not assigned for independent administration or distribution. The customer understands that IP addresses are not guaranteed and may be modified as requested by Prescient Worldwide and/or the American Registry for Internet Numbers (ARIN).

Professional Install - The DSL provided (Modem) CPE must be used for all professional installs.

Billing- DSL services are billed prorated from the start of the service to the end of the current billing period and for one additional billing period in advance.

Cancellation: If you cancel your service prior to the 12 month term, you will be charged the remainder of the term in full as well as possibly one-time installation charges.

I warrant that I have the legal authority to bind the undersigned to this agreement and that I am free of any third-party obligation preventing me from authorizing Prescient Worldwide and/or its authorized agents to act as my agent.

The person(s) signing this agreement is authorized to sign on behalf of the customer.

Authorized Signature Date
Printed Name (Rev 11/11)

5. Agent Information

Agent Name: Agent ID: External ID

DSL/Highspeed Questionnaire (Required for each Location)

1	Who would you like to be contacted when the tech goes out or needs additional information regarding this order?		
	Contact Name:		
	Contact Number:		
	Email Address:		
DEDICATED LINE: (Please fill out the following questions and submit along with order)			
2	Will the End-User provide a NIC? (Network Interface Card)	YES	NO
3	Will you be "NATting"? (NAT is External to Internal Network address translation) (Note: If 1 IP Address is selected, NAT is mandatory)	YES	NO
4	Will you require DHCP?	YES	NO
5	Will Service be used for VoIP Services?	YES	NO
6	If yes, is QOS needed?		
7	IP Addresses Static or Dynamic?		
8	How many Usable Static IP Addresses will be needed?		
9	Type of Equipment Chosen?		
10	Type of Service selected? (ie: Telespeed 768, TeleXtend 1.5, SOHO 1.5/3.84)		
11	Where is the NID (Network Interface Device) located?		
12	Will the technician need special access to the premise?	YES	NO
	If yes, please specify what type of access. (ie.security, property mgmt, etc)		