



BDUK Satellite Broadband Service Order Form

Once you have a valid BDUK voucher from your local authority, print this form, fill in the details and sign it. Select the equipment, installation and service that you wish to purchase. Please also answer the questions about your site so that we can pass this on to our installer.

You can fax the form to us on 08707 622204 or email scanned image to sales@primesatcom.com so we can start processing your order. Alternatively you can post the form to our address below.

Prime Satellite Broadband
Unit C, Sunrise Industrial Estate
324 Hitchin Road
Luton
Bedfordshire
LU2 7SR

On receipt of order form and verification of your voucher, we will send an invoice for any charges due for the Installation and activation plus any additional items. We require full payment prior to delivery of this invoice prior to delivering equipment and installation. Once activated, we will send your first month's invoice which is immediately due (or the full 12 months if this option is selected). Thereafter we send automated invoices on or near to the 1st or 17th of each month.

If an order number is required to be quoted on any invoice please ensure that this is provided to us in good time. You must enter the voucher number on your order form even if you have provided it to us by other means.

Prime Satellite Broadband sends all invoices by email. Please ensure that the correct email address to send the invoices to is written on the order form. On specific request we can also send invoices by post. Our policy is to minimize use of paper and transport which damage the environment. We charge £6.00 per month to have invoices sent by post.

It is important to pay service invoices in a timely manner. We prefer if payments are made via Direct Debit and will send you a Direct Debit mandate for your consideration. We also accept payment via standing order, BACS transfer and UK bank cheques. We charge £2.40 to process any cheque for less than £100 in value.

Any questions, please email sales@primesatcom.com or call 01582 806892



To: Prime Satellite Broadband. Please supply and install 1 set of satellite broadband equipment with the indicated service below:

Installation Address:

Name/Company			
Address			
City			
County		Post Code	
Site Contact Person			
Email			
Telephone		Mobile	
Voucher Number (this must be supplied)			

Billing Address: Same as above tick here

Company Name		VAT No.	
Address			
City			
County		Post Code	
Billing Contact Person			
Email			
Telephone			
Order Number to be quoted (only if required on invoices)			

Equipment

EQUIPMENT ORDERED	PRICE INC. VAT	SELECT
Standard HN9600 modem with 1Watt ODU, 74cm Antenna*	FREE*	✓
Delta for more powerful HN9800 modem	£42.00	
Delta for 98cm Antenna	£94.80	
Delta for 120cm Antenna	£432.00	
Basic Wireless Router	£40.00	

Installation

INSTALLATION	PRICE INC. VAT	SELECT
Standard Install with elbow wall mount and up to 30 metres WF100 cable*	Free*	✓
Activation	£24.99	✓
Site Survey Required*	£168.00	
Non-standard Installation	POA	

* Pricing assumes valid BDUK voucher providing subsidy

All Services are based on a 12 month contract with up to 15Mbps Down/2Mbps up 50:1 Contention with FUP.

SERVICE	GBytes/Month*	SERVICES PRICE/MTH INC. VAT	SELECT
PSB BRONZE	10 GBytes	£26.99	
PSB SILVER	20 GBytes	£43.99	
PSB GOLD	40 GBytes	£74.99	
PSB PLATINUM	100 GBytes	£99.99	
NIGHT UNLIMITED OPTION	'Unlimited'	£7.20	
12 Month Payment Option**	£50.00 off Installation		
PUBLIC IP ADDRESS OPTIONS (REQUIRES JUSTIFICATION)***			
Subset of 4 IP Addresses (1 host)		£7.20	
Subset of 8 IP Addresses (5 hosts)		£14.40	

*GByte Boosters at £5.99 per GByte can be purchased if more data usage is required in any month.

** An invoice for the full 12 months will be issued upon activation and must be paid within 30 days to qualify. After 12months service invoicing will revert to monthly.

*** Standard supply is a single public IP address to satellite modem. The modem router converts (via NAT) this to provide a local IP address range with DHCP. We can provide port forwarding and static NAT. Contact us for details.

Note payment by cheque less than £100 incurs £2.40 charge per cheque. Invoice by post incurs £2.40 monthly charge

On Behalf of the purchaser I submit this order and agree to the Prime Satcom Consulting Ltd's Standard Terms and Conditions of sale. I am 18 years old or older. I have completed the attached questionnaire honestly and take responsibility for any errors.

PRINT NAME _____

SIGNATURE _____ DATE _____

PLEASE ANSWER THE FOLLOWING QUESTIONS THAT WE REQUIRE FOR THE INSTALLATION

Does your building have a brick/stone wall facing South or West?	YES/NO
If no, please let us know what type of walls you have:	
From these walls in the approximate direction where the sun is at 3 p.m. do you have a clear view (i.e. no trees, buildings, power cables, etc.)? You can go to site www.dishpointer.com to see the direction towards HYLAS 1 at 33.5°W from your building.	YES/NO
If no, please describe what obstructions exist and whether they obstruct vision in this direction at an elevation of about 20° from horizontal	
Do you have permission from the Landlord to put up a dish on the building?	YES/NO
Is it permitted to put a dish on your house (i.e. not listed, in protected area, etc.)	YES/NO
Is your building outside the perimeter of an Airport?	YES/NO
If inside the perimeter of an airport, please specify which one so we can apply for permission to put up the dish.	

These questions help our installer know what to expect without requiring a site survey and that a standard install will be completed successfully. Please complete these questions as accurately as possible. We would be pleased to speak with you if you have any doubts or other concerns. Sometimes a picture of the house and direction of the satellite from the house can help us. We can also look on Google Earth and if we can identify your house we can see if there are any issues to be concerned about. We are able to install dishes on most buildings and we often can solve some of the issues that seem to make line of sight difficult. Note that if we have to complete a non-standard installation there may be additional charges to cover extra materials and labour. We would quote for this before installing the system. If the installer is unable to complete the installation due to something we were not informed about or the mounting the dish at a particular location is refused there will be an aborted install charge of £168.00.

You can use web site <http://www.dishpointer.com> and enter your post code and select satellite HYLAS 1 at 33.5° West. You can then move the beam to your house and see whether you have line of sight to the satellite.