
Dear Tenant,

Welcome to the ARC Apartments at Titanic Quarter.

Titanic Quarter provides its own phone line and broadband services to the ARC Apartments. We offer telephone and unlimited* upload and download Fibre to the Home broadband packages up to 100mbit/s** with the potential of faster speeds to come in future.

Please find attached your order form with the package information as discussed with Titanic Broadband team. If you are unsure of any of the details or would like to query any part of this document please contact our customer service team on 028 9076 6359 or email us at arc@titanicbroadband.co.uk

If at any time you need technical support, our services are open 8.30am – 5pm on 028 9076 6359 with locally based staff. There are no expensive premium rate technical support numbers to worry about.

As Titanic Quarter we are delighted to provide telephone line and broadband services to you.

Important Information

Please note that to avail of our packages we will be required, to install equipment in your apartment if the fibre service has not been provided there before. A copy of the charges will be included in your order form.

All services are paid by direct debit. We can accept application forms by email but please note that to meet bank requirements we require an original signed direct debit form sent to our postal address of Titanic Broadband Services:

Atlas Communications NI Ltd
Unit 2B Concourse Building 1
Queen's Road
Queen's Island
Belfast
BT3 9DT

Payments using direct debit will be collected on 1st of each month.

All our services are provided subject to our terms and conditions. These can be found at www.atlas-comms.com or you can request a copy of this at any time by phoning or sending an email to our customer services team.

*All our packages offer unlimited downloads subject to an Acceptable Use Policy. Consistently heavy users who are involved in using peer to peer and other media streaming services may be subject to measures to restrict access speeds where they are affecting other users.

** Speed is dependent on number of active users.

Titanic Fibre to the Home Broadband Service

Please complete and return to:

Titanic Broadband Service

Atlas Communications NI Ltd
Unit 2B Concourse Building 1
Queen's Road
Queen's Island
Belfast
BT3 9DT

Or via email to: arc@titanicbroadband.co.uk

AGREEMENT FOR THE SUPPLY OF FIBRE TO THE HOME SERVICES

Billing Address

*Name:
*Address:
*Town:
*Post Code:
*County:
*Tel No:
*Contact:
*Email:

Installation Address

*Name:
*Address:
*Town:
*Post Code:
*County:
*Tel No:
*Contact:
*Email:

*Mandatory

Titanic Fibre to the Home packages can be purchased over 3,6,9,12 & 18 month terms. There are 4 packages with varying speeds for each contract term. Costs vary dependent on speed and term so please review the information carefully and select one fibre option only. If you require a phone service please ensure that you also select the phone line option in the relevant section. If you require any further guidance please contact Titanic Broadband on 028 9076 6359

18 Month Titanic Fibre Packages– Includes Free Installation (Unless Otherwise Stated)

Package Options (Free Installation)	Cost Per Month Excluding VAT	Cost Per Month Including VAT	Please Tick One Package
Phone Line (if applicable)	£4.30	£5.16	
Lightspeed 25Mb	£16.74	£20.09	
Lightspeed 50Mb	£25.32	£30.38	
Lightspeed 75Mb	£30.05	£36.06	
Lightspeed 100Mb	£34.33	£41.20	
Lightspeed 500Mb *	£62.00	£74.40	

(* Note that all Lightspeed 500 services have a one off installation charge of £75.00 + VAT)

12 Month Titanic Fibre Packages – Includes Free Installation (Unless Otherwise Stated)

Package Options (Free Installation)	Cost Per Month Excluding VAT	Cost Per Month Including VAT	Please Tick One Package
Phone Line (if applicable)	£4.30	£5.16	
Lightspeed 25Mb	£19.31	£23.17	
Lightspeed 50Mb	£28.33	£34.00	
Lightspeed 75Mb	£34.33	£41.20	
Lightspeed 100Mb	£38.63	£46.36	
Lightspeed 500Mb *	£65.00	£78.00	

(* Note that all Lightspeed 500 services have a one off installation charge of £75.00 + VAT)

9 Month Titanic Fibre Packages – Installation Cost Applies

Package Options	Cost Per Month Excluding VAT	Cost Per Month Including VAT	Please Tick One Package
Phone Line (if applicable)	£10.30	£12.36	
Lightspeed 25Mb	£23.18	£27.82	
Lightspeed 50Mb	£35.20	£42.24	
Lightspeed 75Mb	£42.92	£51.50	
Lightspeed 100Mb	£47.20	£56.64	
One off Installation Cost	£42.92	£51.50	X

6 Month Titanic Fibre Packages – Installation Cost Applies

Package Options	Cost Per Month Excluding VAT	Cost Per Month Including VAT	Please Tick One Package
Phone Line (if applicable)	£10.30	£12.36	
Lightspeed 25Mb	£30.05	£36.06	
Lightspeed 50Mb	£38.63	£46.36	
Lightspeed 75Mb	£45.06	£54.07	
Lightspeed 100Mb	£49.36	£59.23	
One off Installation Cost	£42.92	£51.50	X

3 Month Titanic Fibre Packages – Installation Cost Applies. Total Amount Payable in Advance

Package Options	Cost Per Month Excluding VAT	Cost Per Month Including VAT	Please Tick One Package
Phone Line (if applicable)	£10.30	£12.36	
Lightspeed 25Mb	£34.33	£41.20	
Lightspeed 50Mb	£42.92	£51.50	
Lightspeed 75Mb	£47.20	£56.64	
Lightspeed 100Mb	£51.50	£61.80	
One off Installation Cost	£42.92	£51.50	X

Important Information

-This is a consumer only service.

-All use of the service is subject to our terms & conditions below. Please read these terms & conditions.

-In order to connect your service to your computer you must have a LAN network port on your computer to connect to your router. Please satisfy yourself that you have one of these in place.

-Forms returned without original signed direct debit mandate will not be processed.

-Direct debit payments will be collected on the 1st of each month, following date of invoice.

Support:

Titanic Broadband support line can be contacted on 028 9076 6359 or email arc@titanicbroadband.co.uk Please have the phone number that your service is on to hand. Support line is open 8.30am-5pm Monday to Friday.

Billing:

For billing queries please contact accounts on 028 9078 6878 or email accounts@atlas-comms.com

Confirmation:

By signing below you are acknowledging that you accept our terms and conditions of sale. To view our full Terms & Conditions please visit www.atlas-comms.com/contracts

I/We have read, understand the terms and conditions of the service and have agreed that the above schedule of services with is to be provided by Titanic Broadband at the prices stated.

Atlas Communications (NI) Ltd would like to occasionally send you updates about our products, services and company news. Please select below the ways in which you consent for us to send you these communications:

Email
Telephone
Post

To read how and why we store & process your personal information, you can review our Privacy Policy at <https://www.atlas-comms.com/privacy-policy>. You can update your communication preferences or withdraw your consent at any time by contacting sales@atlas-comms.com.

Print Name _____

Sign Name _____

Date _____
