

1/1 Trouble Ticket

Order form

- I hereby acknowledge that a trouble ticket will not be set up with the net operator until after this order has been received by Init7 (e-mail support@init7.net).
- Any costs and processing fees will be charged at cost and are at my/our expense. Costs may be incurred in the event of a fault in the house wiring, the telephone socket or the OTO socket.

Fibre: Provided your equipment (in-house cabling and hardware) is correctly connected, no costs should be incurred.

Copper: Provided your electrician has checked the terminal block, the house wiring and the telephone socket and confirmed the proper functioning, no costs should be incurred.

Details required for the Trouble Ticket

Connection number/OTO ID:

Customer number:

Problem existing since (date, time):

Hardware (brand & type):

Problem description:

- No connection
- Slow connection
- Intermittent connection
- Other

First name/ last name

Address of connection

E-mail

Phone

Contact information technical contact (if available)

Remarks

Place / date / signature (electronic signature accepted)