

# Customer Service Agreement

Global 4 Communications Ltd Global House, 60b Queen Street, Horsham, West Sussex RH13 5AD  
 t 01403 272910 (general) 01403 216158 (service enquiries) f 01403 273933 e sales@global4.co.uk  
 www.global4.co.uk



## Global 4 Details

Name of Salesman/Dealer

Date

Contract no

Account no

## Customer Information

Company name

Type of business

Contact name

Address

  
  


Telephone no

Fax no

Postcode

Email

Installation address (if different)

  
  


Company registration no

Postcode

## Line Information

Term:  30 days  1 year  2 years  3 years  5 years

New / Existing	Telephone No	Qty	Type	Calls	Line rentals	Broadband	Inbound service	CLIP	CLOP	Call tariff	Line tariff	BT Maintenance
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Please tick if there are additional CLI's or extra instruction

Cost Centres required. Please Supply.

## Our commitment

- ✓ We really listen to our customers to understand their needs.
- ✓ We simply apply the facts to telephone bills and use our industry expertise to show you how we can save you money.
- ✓ Our 30 day rolling contract terms gives business flexibility and peace of mind.
- ✓ You can trust our principled approach to business, with transparent billing and no hidden charges or excessive mobile rates.
- ✓ You only pay for what you've used with our industry leading per second billing accuracy, with no rounding up!
- ✓ We offer our customers the very latest future proof business solutions due to our commitment to NEC and have the largest NEC installed and maintained base in the UK.

We offer our customers an enhanced service by supplying exceptional quality Voice & Data Solutions that are carried over the BT network.

- ✓ Our online billing interface gives you all your call data at your fingertips daily and for just £2.50 extra per week Inbound Call Tracker gives you control of your incoming calls.
- ✓ Our personal and informed UK based Customer Service Help Desk combines expert business telephony advice with first rate customer service.
- ✓ Your bill will be emailed monthly and any recurring charges are billed monthly in advance.
- ✓ We offer Nationwide Maintenance Support and an Extensive Parts Service for the majority of makes of systems.
- ✓ 24/7 support 365 days a year, Global 4 is renowned for customer service.



# Direct Debit Instructions



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

Originator's ID Number 630156

Please pay

Global 4 Communications Ltd, Global House, 60b Queen Street, Horsham, West Sussex RH13 5AD

From the account detailed in the instruction, subject to the safeguards assured by the Direct Debit guarantee. I understand that the instruction may remain with Global 4 Communications Ltd and if so, details will be passed electronically to my Bank/Building Society.

To: The Manager, Bank or Building Society	
<input type="text"/>	
Bank or Building Society full postal address	
<input type="text"/>	
Postcode	
<input type="text"/>	
Name(s) of Account Holder(s)	
<input type="text"/>	
<input type="text"/>	
Bank/Building Society Account Number	Branch Sort Code
<input type="text"/>	<input type="text"/>
Reference no	
<input type="text"/>	
Signature(s)	
<input type="text"/>	<input type="text"/>
Date	
<input type="text"/>	

Banks and Building Societies may not accept Direct Debit instructions for some types of account

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[www.global4.co.uk](http://www.global4.co.uk)

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