

## 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)

