

CUSTOMER ACCEPTANCE FORM



Installer name: _____ Installation date: _____

Old equipment removed	Serial Number/comments
Customer premises equipment – panic button	
Customer premises equipment – telephone Set	

New equipment installed	Serial Number/comments
Gibtelecom equipment – panic button	
Gibtelecom equipment – charging cradle	
Gibtelecom equipment – big button telephone	
Gibtelecom equipment – device mobile number	
Gibtelecom equipment – wristband (optional £5)	

Please confirm customer details below and at least two emergency contacts:

Account holder	
Name:	
Address:	
Account no:	
Work order no:	

Panic Button User (If different)	
Name:	
Address:	

Emergency contacts	Full name:	Contact mobile number:
First:		
Second:		
Third:		

Customer sign-off

(to be completed by the customer or account holder present during the installation)

	Yes	No
• Have the works been completed to your satisfaction?	<input type="checkbox"/>	<input type="checkbox"/>
• Has the engineer explained how to use the new equipment?	<input type="checkbox"/>	<input type="checkbox"/>
• Has the new equipment been tested and left working fine?	<input type="checkbox"/>	<input type="checkbox"/>

Customer comments

By signing below, customer accepts all the above is correct at time of installation, confirms the information provided in this form is accurate and accepts both Gibtelecom's general Terms and Conditions and Gibtelecom's Panic Button Service Terms and Conditions, available at www.gibtele.com. Customer also accepts the following Panic Button Service fees:

- If customer has a Gibtelecom landline plan, £4 per month. Includes pendant, charging cradle and replacement big button telephone.
- If customer does not have a Gibtelecom landline plan, £14 per month. Includes pendant, charging cradle and service rental fee.
- Equipment remains property of Gibtelecom. It is customer's responsibility to ensure equipment is kept in good working condition. If equipment is lost, unreturned, destroyed, or damaged (excluding fair wear and tear) charges will apply for replacement and/or repair. Customer must not sell, hire, or lend out equipment (whether free or for a fee).

By using Gibtelecom's Panic Button service, the customer authorises Gibtelecom to share information with third parties, which may include:

1. Local emergency services
2. The Government of Gibraltar's centralised database
3. Listed emergency contacts

I understand and consent to the sharing of this information for the purpose of providing me with the Panic Button service. Additionally, I acknowledge that my data may also be used by the Government of Gibraltar for statistical purposes. This data will be anonymized and aggregated for analysis, trend identification, and research. Your personal information will remain confidential and will not be shared with third parties for any other purposes.

I also acknowledge that it is my responsibility to ensure that my emergency contacts are kept up to date and have given their consent to be contacted in case of an alarm.

Gibtelecom will not store additional customer information, such as medical records.

Should you have any concerns on the above please contact Gibtelecom's Data Protection Officer (DPO) via email at DPO@gibtele.com. Alternatively, you can refer to Gibtelecom's Privacy Policy Statement available online at www.gibtele.com.

All attendees present at the installation:

Account Holder

Account Holder Signature

Date: