

# Service Application Form

Service Application for \$UFRQ&RPPXQLFDWLRQV3W/WVG, ABN [ACN [The Company],  
 322;#HOHUV#LOO&#TeKif#FaxKIE#email: VDOHVDUFRQERPDX Web: ZZZDUFRQERPDX

Customer
  Direct Debit
  Landlines
  Mobiles
  Internet
  Data
  Hosting

## 1.1 Customer Information

Business Name \_\_\_\_\_ Trading as \_\_\_\_\_ ACN \_\_\_\_\_ ABN \_\_\_\_\_  
 Customer Name \_\_\_\_\_ Date of Birth \_\_\_\_\_ Passport Number \_\_\_\_\_ Licence Number \_\_\_\_\_  
 Post Address: Unit \_\_\_\_\_ Level \_\_\_\_\_ Street \_\_\_\_\_ Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_  
 Site Address: Unit \_\_\_\_\_ Level \_\_\_\_\_ Street \_\_\_\_\_ Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_  
 Work Telephone \_\_\_\_\_ Home Telephone \_\_\_\_\_ Fax \_\_\_\_\_ Mobile \_\_\_\_\_  
 Email \_\_\_\_\_ Email for Bills \_\_\_\_\_ Account Password \_\_\_\_\_

## 1.2 Applicant Declaration

The Customer ("You") apply to The Company ("we" or "us") for the supply of Telephone Services for the service numbers listed in section 3 and/or for the supply of Mobile services for the service numbers listed in section 4 & 5 and/or for the supply of Internet services as specified in section 5 & 6 and/or for the supply of Data services as specified in section 6 and/or the supply of hosting services listed in section 7 and/or the supply of any equipment related to the provision of these services as specified in this application. You acknowledge that: Telephone Services and/or Mobile Services and/or Data Services and/or Internet Services and/or Hosting Services as listed in this application are subject to our Standard Form of Agreement which is a Standard Form of Agreement for the purposes of Part 23 of the Telecommunications Act 1997 (Cth). By signing this application you agree that you have been given the opportunity to read, or have read, and agreed to abide by the terms and conditions set out in the Standard Form of Agreement. This application is accepted by us at the time your Telephone Services, Internet Services, Data Services and/or Hosting Services are activated or for Mobile Services at the earlier of the time your mobile Services are activated or your SIM card is delivered. If you agree to a minimum term contract then the following early termination charges will apply if you terminate during that minimum term: Business Phone Services - Minimum monthly commitment per line or channel x months remaining in contract; Business Phone Services (Telstra ISDN) - Minimum monthly commitment per line or channel x months remaining in contract, plus the relevant installation fee for the service (where such installation fee was credited as part of the fixed term agreement); Home Phone services - Minimum monthly commitment per line x months remaining in contract; Bundled Services - Minimum monthly commitment per service x months remaining in contract. Mobile Services, Hosting Services, Inbound Services & Mobile Broadband Services - Minimum monthly commitment per service x months remaining in contract. Internet Services - Minimum monthly commitment per service x months remaining in contract. Data Services - Minimum monthly commitment per service x months remaining in contract. By submitting this application, the person submitting this application warrants that they are duly authorised to execute this application on behalf of the Customer. Note: If you are a residential customer, a sole trader or partnership in NSW or a customer in the Northern Territory you are entitled to cancel the contract you made at any time within the 5-business day cooling off period, for NSW (that ends 5 clear business days from application) and 10 calendar day cooling off period, for Northern Territory (that begins on the day we accept this application), by sending a cancellation notice to us.

## 1.3 Privacy & Spam

We will collect personal information about you or information about your company, including but not limited to your electronic contact details such as email address and telephone numbers for the purpose of administering the services for which you apply, and as set out in our privacy policy. Please contact us directly to obtain a copy of our privacy policy. If you would prefer that we do not use your personal information and/or business information for direct marketing and/or for sending commercial electronic messages, please check this box

## 1.4 Credit Checks

Prior to accepting your application, you have provided to us all information relevant to our assessment of your credit rating. You consent and acknowledge that you: Understand that the Privacy Act 1988 (Cth) allows us to give a credit reporting agency certain personal information about you; The information we disclose to a credit reporting agency includes 60 days overdue and for which debt collection action has started, information that in our opinion you have acted fraudulently or shown an intention not to comply with your credit obligations, and cheques drawn by you for \$100 or more which have been dishonoured more than once; Agree to our obtaining from a credit reporting agency a credit report containing information about your personal credit worthiness for purposes of assessing your application and assisting in collecting overdue payments, and to our obtaining information about your commercial activities or commercial credit worthiness from any business which provides information about the commercial credit worthiness of persons, your accountant or any other supplier to you; Agree to our giving to and obtaining from any credit provider named in your application or in a credit report on you issued by a credit reporting agency, information about your credit arrangements for the purpose of assessing your application, notifying a default by you, allowing another credit provider to ascertain the status of your arrangements with us where you are in default with one or more other credit providers and generally assessing your credit worthiness; and Understand the information exchanged can include any information about your business, personal and/or commercial credit worthiness, credit history or credit capacity which the Privacy Act allows credit providers to give to or receive from each other.

## 1.5 National Relay & Interpreting Service

The Australian Government provides services to assist in understanding & communicating with us. The National Relay Service contact number is 133 677. The number for the Translating & Interpreting Service is 131 450.

## 1.6 Authorisation

Authorised Representative Name \_\_\_\_\_ Position (if Business) \_\_\_\_\_

Authorised Representative Signature \_\_\_\_\_ Date \_\_\_\_\_

I understand that all bills are delivered by email delivery and that Direct Debit from either a bank account or credit card is required. I have read & understood the Standard Form of Agreement which is available on our website.

## 2.1 Direct Debit Details

Business Name \_\_\_\_\_ Trading as \_\_\_\_\_ ACN \_\_\_\_\_ ABN \_\_\_\_\_  
 Customer Name \_\_\_\_\_ Date of Birth \_\_\_\_\_ Passport Number \_\_\_\_\_ Licence Number \_\_\_\_\_

By signing this document, you authorise Telco in a Box Pty Ltd to debit your account detailed in the Schedule below on our behalf, with any amount at the time due according to the arrangement between you and us, using the Direct Debit System, for charges incurred for services provided by us. This authority will remain in force until notice is received by us in accordance with the Direct Debit Terms and Conditions.

Direct Debit my Bank Account

Name of Financial Institution \_\_\_\_\_ Name on Account \_\_\_\_\_  
 BSB \_\_\_\_\_ Account Number \_\_\_\_\_

Direct Debit my Debit/Credit Card

Type of Card: Visa  MasterCard  American Express  Diners Club

Name on Card \_\_\_\_\_ Credit Card Number \_\_\_\_\_  
 Expiry Date \_\_\_\_\_ CCV Number \_\_\_\_\_

## 2.2 Direct Debit Terms & Conditions

When we are bound by this agreement and what we agree and what we can do 1. We agree to be bound by this agreement when we receive your Direct Debit Request complete with the particulars we need to draw an amount under it. 2. We only draw money out of your account in accordance with the terms of your Direct Debit Request. 3. On giving you at least 14 days notice, we may: Change our procedures in this agreement; Change the terms of your Direct Debit Request; or Cancel your Direct Debit Request. 4. You may ask us to: Alter the terms of your Direct Debit Request; Defer a payment to be made under your Direct Debit Request; Stop a drawing under your Direct Debit Request; or Cancel your Direct Debit appropriate organisation to assist you. 5. You may dispute any amount we draw under Direct Debit Request by contacting us, detailing your (customer reference details) and your bank account number. You will also be required to provide a detailed explanation of the dispute to assist in a resolution. 6. We deal with such any dispute by the following procedure: a. We will investigate the dispute, and where necessary you are expected to provide your cooperation. This cooperation may include contacting your bank, providing account statements, or other means of substantiating a dispute. b. While a dispute is being investigated, you may request that we suspend pending payments until a resolution is reached. Please note that we will keep written record of dispute proceedings to assist in dispute resolution 7. Payments will be made on 15th of each month, or otherwise in accordance with your contract. If the day on which you must make any payment to us is not a business day, we draw on your account under your Direct Debit Request on the following business day institution rejects any of our attempts to draw an amount in accordance with your Direct Debit Request, we may continue to seek that payment and recoupment of any fees incurred by us as a consequence of that rejection until all amounts due are paid. 9. We will not disclose to any person any information you give us on your Direct Debit Request, which is not generally available, unless: You dispute any amount we draw under your Direct Debit Request and we need to disclose any information relating to your Direct Debit Request or to any You to ensure the details on your Direct Debit Request are completed correctly an amount we draw under your Direct Debit Request on a day which is not a business day account, by the due date on which we draw any amount under your Direct Debit Request, to enable us to obtain payment in accordance with your Direct Debit Request. 14. To contact us in accordance with the above, please use the contact details available on our website by clicking on the link titled "Contact Us".

## 2.3 Authorisation to Direct Debit

Authorised Representative Name \_\_\_\_\_ Position (if Business) \_\_\_\_\_

Authorised Representative Signature \_\_\_\_\_ Date \_\_\_\_\_

I understand that all bills are delivered by email delivery and that Direct Debit from either a bank account or credit card is required. I have read & understood the Standard Form of Agreement which is available on our website.

### 3.1 Landlines

Business Name \_\_\_\_\_ Trading as \_\_\_\_\_ ACN \_\_\_\_\_ ABN \_\_\_\_\_

Customer Name \_\_\_\_\_ Date of Birth \_\_\_\_\_ Passport Number \_\_\_\_\_ Licence Number \_\_\_\_\_

Early termination fees as set out in 1.2 above will apply to a minimum term agreement. Any minimum term will commence when your application is accepted by us or when your services are connected, which ever is the later.

Service Type: PSTN ISDN2 ISDN 10/20/30 MultiLine Plan Name \_\_\_\_\_ Minimum Term Agreement Number of Months \_\_\_\_\_

Service Type: PSTN ISDN2 ISDN 10/20/30 MultiLine Plan Name \_\_\_\_\_ Minimum Term Agreement Number of Months \_\_\_\_\_

Special Terms & Conditions

### 3.2 Service Numbers

Please transfer the following services:

ISDN Number Range : Yes No From \_\_\_\_\_ To \_\_\_\_\_ Minimum Term \_\_\_\_\_

Service Number \_\_\_\_\_ Name/Department \_\_\_\_\_ Service Number \_\_\_\_\_ Name/Department \_\_\_\_\_

Service Number \_\_\_\_\_ Name/Department \_\_\_\_\_ Service Number \_\_\_\_\_ Name/Department \_\_\_\_\_

Service Number \_\_\_\_\_ Name/Department \_\_\_\_\_ Service Number \_\_\_\_\_ Name/Department \_\_\_\_\_

Service Number \_\_\_\_\_ Name/Department \_\_\_\_\_ Service Number \_\_\_\_\_ Name/Department \_\_\_\_\_

Service Number \_\_\_\_\_ Name/Department \_\_\_\_\_ Service Number \_\_\_\_\_ Name/Department \_\_\_\_\_

### 3.3 New Service Connections

Please connect the following new services:

Service Type: PSTN  ISDN2  ISDN 10/20/30  MultiLine

Number of Lines/Channels required \_\_\_\_\_ Direct Indial Range required  Connection Fee \_\_\_\_\_ Minimum Term \_\_\_\_\_

Site Address: Unit \_\_\_\_\_ Level \_\_\_\_\_ Street \_\_\_\_\_ Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Pricing and Terms & Conditions \_\_\_\_\_

Extra Services required: Line Hunt  MessageBank  Calling Number Display  Call Control  Call Forward  Number Redirection

**Early termination fees as set out in 1.2 above will apply to a minimum term agreement. The minimum term will commence when your application is accepted by us or when your services are connected, which ever is the later.**

### 3.4 Inbound Services

Minimum Term Agreement \_\_\_\_\_

New Service  Please circle type: 13 1300 1800 OR Port Existing  Service Number \_\_\_\_\_ Answer Point \_\_\_\_\_

Complex Routing: Yes No Type \_\_\_\_\_ Setup Fee \_\_\_\_\_ Monthly Fee \_\_\_\_\_

New Service  Please circle type: 13 1300 1800 OR Port Existing  Service Number \_\_\_\_\_ Answer Point \_\_\_\_\_

Complex Routing: Yes No Type \_\_\_\_\_ Setup Fee \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Current Carrier \_\_\_\_\_ Current Carrier Wholesale Account Number \_\_\_\_\_

**Early termination fees as set out in 1.2 above will apply to a minimum term agreement. The minimum term will commence when your application is accepted by us or when your services are connected, which ever is the later.**

### 3.5 Landline Transfer Authority

You, the authorised signatory, are authorised to sign this transfer authority and make the changes to the services listed in the sections above and agree that the telephone service numbers under the accounts above are to be transferred to us. You warrant that the service numbers provided above are correct and correspond to the service numbers you require to be transferred to us. Providing incorrect information may result in the transfer failing and a port rejection fee being payable. A porting charge may apply for each 13, 1300 or 1800 service number. There may be consequences from the transfer arising from an existing telephone contract and it is your responsibility to check the terms and conditions of any existing contracts relevant to the services being transferred. We may choose your carrier. You acknowledge that you may surrender all incentives and benefits with your current telephone company (e.g. discount plans, charity concessions). We may ask your current telephone company to release you. You authorise us to sign on your behalf and in your name forms of authority to any current Supplier to transfer your services into your name. The telephone service number(s) will remain active with your current telephone company until the transfer is effective. You will be solely responsible to us for all charges incurred by you on the service numbers you have provided to us for transfer, after the date the transfer is effective. You understand you will still be responsible to your current telephone company for any charges which are incurred and/or billed up to the date the transfer is effective. You will contact your current telephone company in relation to providing service and any faults until the transfer is effective.

### 3.6 Authorisation

I have read and understood the Standard Form of Agreement and agree to the Landline Transfer Authority conditions outlined in section 3.5 of this agreement.

Authorised Representative Name \_\_\_\_\_ Position (if Business) \_\_\_\_\_

Authorised Representative Signature \_\_\_\_\_ Date \_\_\_\_\_

You understand that all bills are delivered by email delivery and that Direct Debit from either a bank account or credit card is required. I have read & understood the Standard Form of Agreement which is available on our website.

## 4.1 Mobiles

Business Name \_\_\_\_\_ Trading as \_\_\_\_\_ ACN \_\_\_\_\_ ABN \_\_\_\_\_

Customer Name \_\_\_\_\_ Date of Birth \_\_\_\_\_ Passport Number \_\_\_\_\_ Licence Number \_\_\_\_\_

**Early termination fees as set out in 1.2 above will apply to a minimum term agreement. The minimum term will commence when your application is accepted by us or when your services are connected, whichever ever is the later.**New  Port  Mobile Number \_\_\_\_\_ SIM Number \_\_\_\_\_ Account Number or DOB if Pre-Paid \_\_\_\_\_Optus 3G  Telstra 3G  Plan \_\_\_\_\_ Minimum Term \_\_\_\_\_ Start Date \_\_\_\_\_ Monthly Fee \_\_\_\_\_Data: Yes  No  Plan \_\_\_\_\_ Inc Data \_\_\_\_\_ Excess Data \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Handset Make/Model \_\_\_\_\_ IMEI Number \_\_\_\_\_ Monthly Fee \_\_\_\_\_

New  Port  Mobile Number \_\_\_\_\_ SIM Number \_\_\_\_\_ Account Number or DOB if Pre-Paid \_\_\_\_\_3G: Optus  3G: Telstra  Plan \_\_\_\_\_ Minimum Term \_\_\_\_\_ Start Date \_\_\_\_\_ Monthly Fee \_\_\_\_\_Data: Yes  No  Plan \_\_\_\_\_ Inc Data \_\_\_\_\_ Excess Data \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Handset Make/Model \_\_\_\_\_ IMEI Number \_\_\_\_\_ Monthly Fee \_\_\_\_\_

New  Port  Mobile Number \_\_\_\_\_ SIM Number \_\_\_\_\_ Account Number or DOB if Pre-Paid \_\_\_\_\_3G: Optus  3G: Telstra  Plan \_\_\_\_\_ Minimum Term \_\_\_\_\_ Start Date \_\_\_\_\_ Monthly Fee \_\_\_\_\_Data: Yes  No  Plan \_\_\_\_\_ Inc Data \_\_\_\_\_ Excess Data \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Handset Make/Model \_\_\_\_\_ IMEI Number \_\_\_\_\_ Monthly Fee \_\_\_\_\_

If more services are required please complete sections 4.5 - 4.6.

## 4.2 Mobile Porting Authority

Porting hours: 8am to 8pm Mon-Fri and 10am to 6pm on Sat (AEDST/AEST), except national public holidays. Porting must take place within 30 days of the authorisation date on this form. You authorise: The above mobile service numbers to be ported to us. The mobile service numbers, the identity of your new service provider (us) and network type to be disclosed to other network providers and portability service suppliers for the purpose of complaint handling, network fault management, and the routing of calls and SMS messages to your mobile service number after porting activity has taken place. Our representative (acting in good faith) may complete and sign a new MNP Customer Authorisation for the purposes of carrying out the port to us, in circumstances where this MNP Authorisation expires, additional details are to be added, editing or deleting details are required. Our representative (acting in good faith) to complete any blank spaces, missing or incomplete information on this MNP Customer Authorisation on your behalf. You acknowledge and agree that: You are authorised to request the porting of the mobile service numbers listed on this form. You have been advised that by porting the mobile service numbers listed on this form, the service and/or related services associated with that number may or may not be disconnected from the existing mobile service provider.

Authorisation Date is the date you signed this MNP Customer Authorisation. This MNP Customer Authorisation is valid for 30 days from the Authorisation Date. There may be costs and obligations associated with your existing mobile service and with porting your mobile service numbers. You may or may not have an existing contract with your existing mobile service provider; and your current contract may or may not include an obligation to make an early termination payment to your existing service provider.

## 4.3 Mobile Terms &amp; Conditions

**The following terms and conditions apply for the Optus Mobile \$20, \$30, \$50, \$60, \$80, \$99 plans.** 1. All prices are quoted inclusive of GST. 2. Total minimum cost over 24 months is \$480 (\$20 plan), \$720 (\$30 plan) \$1200 (\$50 plan), \$1440 (\$60 plan) \$1920 (\$80 plan), \$2376 (\$99 plan). 3. Included value amounts are as follows; \$80 (\$20 plan), \$200 (\$30 plan), \$500 (\$50 plan), \$650 (\$60 plan), \$850 (\$80 plan) and 4,000 minutes on the \$99 plan (where call charges are \$0.132 per min). These values are comprised of national SMS, MMS, surepage, national calls to mobiles and fixed line services, calls to special numbers including 1300, 13 and 1800. 4. Excluded call types are; diversions, directory services, international voice including calls to fixed lines or GSM mobiles that switch/divert or re-route overseas, international diversions, international video and video calling, international roaming, Optus Zoo Browsing, Optus Zoo downloads, content packs, mobile internet usage, True Local usage, Premium Calls, Premium SMS and MMS, VoIP services /usage and 19xx services. 5. The \$60 and \$80 plans include 6,000 units of national SMS after which standard SMS charges of \$0.25 is applicable. The \$99 plan includes unlimited SMS. 6. When the included value amount on a plan is reached all calls will be charged at the standard rates. 7. Fair Usage policy applies to all mobile plans in relation to call usage, SMS, MMS, and data. 8. Call charges on the \$20, \$30, \$50, \$60 and \$80 plans are charged in 60 second increments, and the \$99 plan is charged in 30 second billing increments. 9. The \$60 and \$80 plans includes a component of Fleet value (fleet calls are made to and from mobile services that appear on the same bill). Both \$60 and \$80 plans include \$3,600 worth of standard national Fleet. Once exceeding this amount, all Fleet calls will be charged at standard rates. 10. A set amount of mobile data is included each month as part of the mobile plan. This is to be used for internet connectivity from your mobile. Unused monthly data allowance cannot be rolled over. 11. Included mobile data; 100MB (\$20 plan), 200MB (\$30 plan), 1GB (\$50 plan), 1.5GB (\$60 plan), 2GB (\$80 plan), 3GB (\$99 plan). 12. Upon exceeding the monthly included data allowance you will be charged excess; on the \$20 & \$30 plans additional data is charged at a rate calculated at \$0.50 per MB or part thereof. On the \$50, \$60, \$80, & \$99 plans, additional data is charged at a rate calculated at \$0.264 per MB or part thereof. 13. Data usage will be metered in kilobytes, whereby 1024KB = 1MB and includes both uploads and downloads. 14. Monthly data allowance value excludes voice and video calls, VoiceMail, national SMS and MMS, international SMS and MMS, Premium and Third Party SMS and MMS, Optus and Third Party content purchases and subscriptions, 13/1300, 1800, 1900, Surepage, VPN data usage and data used while roaming internationally. If you are able to access such services, you will be charged at prevailing rates. 15. Early termination charges – If you choose to cancel your mobile service or it is disconnected for any reason, within the 24 month contract term you will be required to pay early termination charges. 16. The termination charges are calculated as your minimum monthly access fee multiplied by the months remaining in your contract plus any remaining handset fee, if applicable. 17. Unlimited Social Media Access – Customers receive unlimited access to Facebook, Twitter, LinkedIn, MySpace, eBay and FourSquare within Australia only. Access to these services is not metered as part of your allocated monthly included mobile data. 18. Facebook and the Facebook logo are registered trademarks of Facebook Inc. Use of the Facebook SMS alert service or any other social media alert service are not included as part of the Unlimited Social Media Access and will be charged separately. 19. Twitter and the twitter logo are trademarks of Twitter Inc. 20. MySpace and the MySpace logo are registered trademarks of MySpace LLC. 21. MySpace Mobile requires an existing MySpace account. 22. eBay and the eBay logo are trademarks of eBay Inc. All rights reserved. 23. LinkedIn and the LinkedIn logo are registered trademarks of LinkedIn Corporation in the U.S. and/or other countries. All rights reserved. 24. FourSquare and the FourSquare logo are registered trademarks of FourSquare Lab, Inc. All rights reserved. 25. Standard Form of Agreement – This Mobile Service is supplied in accordance with the terms of the Standard Form of Agreement.

## 4.4 Authorisation

I have read and understood the Standard Form of Agreement and agree to the Mobile Porting conditions outlined in section 4.2 and the Mobile Terms & Conditions outlined in section 4.3 of this agreement.

Authorised Representative Name \_\_\_\_\_ Position (if Business) \_\_\_\_\_

Authorised Representative Signature \_\_\_\_\_ Date \_\_\_\_\_

You understand that all bills are delivered by email delivery and that Direct Debit from either a bank account or credit card is required. I have read & understood the Standard Form of Agreement which is available on our website.

## 4.5 Mobiles cont.

Business Name \_\_\_\_\_ Trading as \_\_\_\_\_ ACN \_\_\_\_\_ ABN \_\_\_\_\_

Customer Name \_\_\_\_\_ Date of Birth \_\_\_\_\_ Passport Number \_\_\_\_\_ Licence Number \_\_\_\_\_

**Early termination fees as set out in 1.2 above will apply to a minimum term agreement. The minimum term will commence when your application is accepted by us or when your services are connected, which ever is the later.**

New  Port  Mobile Number \_\_\_\_\_ SIM Number \_\_\_\_\_ Account Number or DOB if Pre-Paid \_\_\_\_\_

3G: Optus  3G: Telstra  Plan \_\_\_\_\_ Minimum Term \_\_\_\_\_ Start Date \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Data: Yes  No  Plan \_\_\_\_\_ Inc Data \_\_\_\_\_ Excess Data \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Handset Make/Model \_\_\_\_\_ IMEI Number \_\_\_\_\_ Monthly Fee \_\_\_\_\_

New  Port  Mobile Number \_\_\_\_\_ SIM Number \_\_\_\_\_ Account Number or DOB if Pre-Paid \_\_\_\_\_

3G: Optus  3G: Telstra  Plan \_\_\_\_\_ Minimum Term \_\_\_\_\_ Start Date \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Data: Yes  No  Plan \_\_\_\_\_ Inc Data \_\_\_\_\_ Excess Data \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Handset Make/Model \_\_\_\_\_ IMEI Number \_\_\_\_\_ Monthly Fee \_\_\_\_\_

New  Port  Mobile Number \_\_\_\_\_ SIM Number \_\_\_\_\_ Account Number or DOB if Pre-Paid \_\_\_\_\_

3G: Optus  3G: Telstra  Plan \_\_\_\_\_ Minimum Term \_\_\_\_\_ Start Date \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Data: Yes  No  Plan \_\_\_\_\_ Inc Data \_\_\_\_\_ Excess Data \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Handset Make/Model \_\_\_\_\_ IMEI Number \_\_\_\_\_ Monthly Fee \_\_\_\_\_

New  Port  Mobile Number \_\_\_\_\_ SIM Number \_\_\_\_\_ Account Number or DOB if Pre-Paid \_\_\_\_\_

3G: Optus  3G: Telstra  Plan \_\_\_\_\_ Minimum Term \_\_\_\_\_ Start Date \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Data: Yes  No  Plan \_\_\_\_\_ Inc Data \_\_\_\_\_ Excess Data \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Handset Make/Model \_\_\_\_\_ IMEI Number \_\_\_\_\_ Monthly Fee \_\_\_\_\_

New  Port  Mobile Number \_\_\_\_\_ SIM Number \_\_\_\_\_ Account Number or DOB if Pre-Paid \_\_\_\_\_

3G: Optus  3G: Telstra  Plan \_\_\_\_\_ Minimum Term \_\_\_\_\_ Start Date \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Data: Yes  No  Plan \_\_\_\_\_ Inc Data \_\_\_\_\_ Excess Data \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Handset Make/Model \_\_\_\_\_ IMEI Number \_\_\_\_\_ Monthly Fee \_\_\_\_\_

New  Port  Mobile Number \_\_\_\_\_ SIM Number \_\_\_\_\_ Account Number or DOB if Pre-Paid \_\_\_\_\_

3G: Optus  3G: Telstra  Plan \_\_\_\_\_ Minimum Term \_\_\_\_\_ Start Date \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Data: Yes  No  Plan \_\_\_\_\_ Inc Data \_\_\_\_\_ Excess Data \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Handset Make/Model \_\_\_\_\_ IMEI Number \_\_\_\_\_ Monthly Fee \_\_\_\_\_

New  Port  Mobile Number \_\_\_\_\_ SIM Number \_\_\_\_\_ Account Number or DOB if Pre-Paid \_\_\_\_\_

3G: Optus  3G: Telstra  Plan \_\_\_\_\_ Minimum Term \_\_\_\_\_ Start Date \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Data: Yes  No  Plan \_\_\_\_\_ Inc Data \_\_\_\_\_ Excess Data \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Handset Make/Model \_\_\_\_\_ IMEI Number \_\_\_\_\_ Monthly Fee \_\_\_\_\_

New  Port  Mobile Number \_\_\_\_\_ SIM Number \_\_\_\_\_ Account Number or DOB if Pre-Paid \_\_\_\_\_

3G: Optus  3G: Telstra  Plan \_\_\_\_\_ Minimum Term \_\_\_\_\_ Start Date \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Data: Yes  No  Plan \_\_\_\_\_ Inc Data \_\_\_\_\_ Excess Data \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Handset Make/Model \_\_\_\_\_ IMEI Number \_\_\_\_\_ Monthly Fee \_\_\_\_\_

## 4.6 Authorisation

I have read and understood the Standard Form of Agreement and agree to the Mobile Porting conditions outlined in section 4.2 and the Mobile Terms & Conditions outlined in section 4.3 of this agreement.

Authorised Representative Name \_\_\_\_\_ Position (if Business) \_\_\_\_\_

Authorised Representative Signature \_\_\_\_\_ Date \_\_\_\_\_

You understand that all bills are delivered by email delivery and that Direct Debit from either a bank account or credit card is required. I have read & understood the Standard Form of Agreement which is available on our website.

Customer

Direct Debit

Landlines

Mobiles

Internet

Data

Hosting

5.1 ADSL Broadband

Business Name Trading as ACN ABN
Customer Name Date of Birth Passport Number Licence Number

Early termination fees as set out in 5.2 & 5.3 below will apply unless otherwise stated in the Special Terms and Conditions below.

New Connection/Transfer Fee Telephone Number for ADSL Service
Site Address: Unit Level Street Suburb State Postcode
Min Term Early Termination Charges
ADSL1 ADSL2+ Standard Plan Business Plan Shape Speed Charge Excess Data Monthly Fee
Inc Data Excess Data Modem Type Make/Model: Price

Special Terms & Conditions

5.2 ADSL Broadband Terms & Conditions

1. All prices are quoted inclusive of GST. 2. Broadband Minimum commitment over 12 months - \$599.40 (25GB plan), \$839.40 (50GB plan), \$ 959.40 (100GB plan), \$1,079.40 (250GB plan), \$1,319.40 (500GB plan), \$1,439.40 (1000GB plan). 3. FREE install for new services that have never previously been active with another provider. 4. Fast churn fee of \$44 applies for services churned from any provider who participates in the DSL/SSS transfer scheme. 5. Early termination fee, if you choose to cancel your service or it is disconnected for any reason within the minimum contract term you will be charged an early termination fee comprised of your minimum monthly commitment as per your agreement with us multiplied by the months remaining in your contract. 6. Not available to all customers in all areas. "Fast" broadband will deliver speeds of up to 1500Kbps at selected exchanges where ADSL1 is available. "Fastest" broadband will deliver speeds of up to 20Mbps at selected exchanges where ADSL2+ is available and up to 8Mbps/384kbps in all remaining ADSL enabled exchanges. 7. DSL Speeds are theoretical maximum speeds based on Telstra tests. Actual speeds may be less due to a number of factors including network configuration, line quality & length, exchange type, customer premises interference, traffic, hardware and software. 8. If you have chosen a shaped plan, once you have reached your usage allowance, the speed of your service will slow to 256kbps. 9. Usage means monthly download data transfer, 1 Gigabyte = 1000 Megabytes. 10. If you have chosen an unshaped plan, excess data used will be charged at \$5.50 per GB in 1 Megabyte Increments. 11. A dynamic IP address will be provided with service. If a static IP address is required, customers will need to purchase a Business Broadband plan.

5.3 ADSL Business Broadband Terms & Conditions

1. All prices are quoted inclusive of GST. 2. Business Broadband Minimum commitment over 12 months is as follows; \$959.40 (50GB plan), \$1079.40 (100GB plan), \$1199.40 (250GB plan), \$1439.40 (500GB plan), \$1559.40 (Unlimited plan). 3. FREE install for new services that have never previously been active with another provider. 4. Fast churn fee of \$44 applies for services churned from any provider who participates in the DSL/SSS transfer scheme. 5. Early termination fee, if you choose to cancel your service or it is disconnected for any reason within the 12 month contract term you will be charged an early termination fee, comprised of your minimum monthly commitment as per your agreement with us multiplied by the months remaining in your contract. 6. Not available to all customers in all areas. "Fastest" Business Broadband will deliver speeds of up to 20Mbps at selected exchanges where ADSL2+ is available and up to 8Mbps/384kbps in all remaining ADSL enabled exchanges. 7. DSL Speeds are theoretical maximum speeds based on Telstra tests. Actual speeds may be less due to a number of factors including network configuration, line quality & length, exchange type, customer premises, interference, traffic, hardware and software. About 70% of customers on the 8Mbps plan can access speeds around 6Mbps or more. About 50% of customers on the 20Mbps plan can access speeds around 10Mbps or more. Some existing customers may need to purchase a new modem to achieve speeds in excess of 8Mbps. 8. Usage means monthly download data transfer, 1 Gigabyte = 1000 Megabytes or part thereof. 9. Excess data charged at \$5.50 per GB in 1 Megabyte increments. 10. Static IP address provided with the service as well as included free dial up hours. 11. Network Uptime guarantee of 99.6%. 12. Rebate calculated as 1 day of service access fee credited for each hour of network downtime over and above the guaranteed level. Network downtime does not include faults in the underlying telephony services from the exchange to the customer premises or any faults in the customers own network. Rebate must be claimed using our Standard Rebate Application Form within 3 months. Rebate will be applied as a credit against your bill. 13. Acceptable Usage Policy Applies.

5.4 Direct IP

Business Name Trading as ACN ABN
Customer Name Date of Birth Passport Number Licence Number

Early termination fees as set out in 5.5 below will apply unless otherwise stated.

New Connection Fee Min Term Early Termination Charges
Per Megabit Bandwidth (Multiples of 10) Monthly Fee

5.5 Direct IP Terms & Conditions

1. All prices quoted are inclusive of GST. 2. Direct IP minimum commitment over 24 months is as follows; \$1,776.00 (1Mb Unlimited plan), \$3,504.00 (2Mb Unlimited plan), \$7,056 (4Mb Unlimited plan), \$17,592 (10Mb Unlimited plan), \$35,184 (20Mb Unlimited plan), \$52,800 (30Mb Unlimited plan), \$87,984 (50Mb Unlimited plan), \$123,192 (70Mb Unlimited plan), \$175,992 (100Mb Unlimited plan) 3. Early termination fee, if you choose to cancel your service or it is disconnected for any reason within the 24 month contract term you will be charged an early termination fee comprised of your minimum monthly commitment as per your agreement with us multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service. 4. Speeds are theoretical maximum speeds. Actual speeds may be less due to a number of factors including network configuration, line quality & length, exchange type, customer premises interference, traffic, hardware and software. 5. Static IP address provided. 6. Network Uptime guarantee of 99.6%. Network downtime does not include faults in the underlying service from the exchange to the customer premises or any faults in the customers own network. Rebate must be claimed using our Standard Rebate Application Form within 3 months. Rebate will be applied as a credit against your bill. 8. Acceptable Usage Policy Applies.

5.6 Authorisation

I have read and understood the Standard Form of Agreement and agree to the ADSL Broadband terms & conditions outlined in section 5.2, the ADSL Business Broadband terms & conditions outlined in section 5.3 and the Direct IP terms & conditions outlined in section 5.5 of this agreement.

Authorised Representative Name Position (if Business)
Authorised Representative Signature Date

You understand that all bills are delivered by email delivery and that Direct Debit from either a bank account or credit card is required. I have read & understood the Standard Form of Agreement which is available on our website.

## 5.7 NBN Internet

Business Name \_\_\_\_\_ Trading as \_\_\_\_\_ ACN \_\_\_\_\_ ABN \_\_\_\_\_

Customer Name \_\_\_\_\_ Date of Birth \_\_\_\_\_ Passport Number \_\_\_\_\_ Licence Number \_\_\_\_\_

**Early termination fees as set out in 5.8 & 5.10 below will apply unless otherwise stated in the Special Terms and Conditions below.**New  New Connection Fee \_\_\_\_\_ Term 24 months  36 Months  Early Termination Charges \_\_\_\_\_

Site Address: Number \_\_\_\_\_ Street \_\_\_\_\_ Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

12MB/1MB  25MB/5MB  50MB/20MB  100MB/40MB  | 10GB Plan  50 GB Plan  100GB Plan  400GB Plan  Monthly Fee \_\_\_\_\_

Modem Type \_\_\_\_\_ Make/Model: \_\_\_\_\_ Hardware Price \_\_\_\_\_

Special Terms &amp; Conditions

## 5.8 NBN Internet Terms &amp; Conditions

1. All prices quoted are inclusive of GST. 2. Direct IP minimum commitment over 24 months is as follows; \$1,198.80 (12MB/1MB 10GB plan), \$1,342.80 (12MB/1MB 50GB plan), \$1,438.00 (12MB/1MB 100GB plan), \$1,822.80 (12MB/1MB 400GB plan) 3. Early termination fee, if you choose to cancel your service or it is disconnected for any reason within the 24 month contract term you will be charged an early termination fee comprised of your minimum monthly commitment as per your agreement with us multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service. 4. Speeds are theoretical maximum speeds. Actual speeds may be less due to a number of factors including network configuration, line quality & length, customer premises interference, traffic, hardware and software. 5. Dynamic IP address provided. 6. Acceptable Usage Policy Applies. 7. We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet. 8. You must obtain the consent of the property owner to have the NBN installation performed. 9. NBN services are not currently available in multiple dwelling units (MDUs). We will be providing NBN services to locations within MDUs when this facility is available from NBNCo. 10. The installation will be performed during business hours, and you will need to be home to provide access for the installation technicians.

## 5.9 3G Mobile Broadband

Business Name \_\_\_\_\_ Trading as \_\_\_\_\_ ACN \_\_\_\_\_ ABN \_\_\_\_\_

Customer Name \_\_\_\_\_ Date of Birth \_\_\_\_\_ Passport Number \_\_\_\_\_ Licence Number \_\_\_\_\_

Mobile Broadband Number \_\_\_\_\_ SIM Number \_\_\_\_\_ Modem Make/Model \_\_\_\_\_ Modem Fee \_\_\_\_\_

Plan \_\_\_\_\_ Inc Data \_\_\_\_\_ Excess Data \_\_\_\_\_ Minimum Term \_\_\_\_\_ Start Date \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Mobile Broadband Number \_\_\_\_\_ SIM Number \_\_\_\_\_ Modem Make/Model \_\_\_\_\_ Modem Fee \_\_\_\_\_

Plan \_\_\_\_\_ Inc Data \_\_\_\_\_ Excess Data \_\_\_\_\_ Minimum Term \_\_\_\_\_ Start Date \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Mobile Broadband Number \_\_\_\_\_ SIM Number \_\_\_\_\_ Modem Make/Model \_\_\_\_\_ Modem Fee \_\_\_\_\_

Plan \_\_\_\_\_ Inc Data \_\_\_\_\_ Excess Data \_\_\_\_\_ Minimum Term \_\_\_\_\_ Start Date \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Mobile Broadband Number \_\_\_\_\_ SIM Number \_\_\_\_\_ Modem Make/Model \_\_\_\_\_ Modem Fee \_\_\_\_\_

Plan \_\_\_\_\_ Inc Data \_\_\_\_\_ Excess Data \_\_\_\_\_ Minimum Term \_\_\_\_\_ Start Date \_\_\_\_\_ Monthly Fee \_\_\_\_\_

## 5.10 3G Mobile Broadband Terms &amp; Conditions

1. Coverage is via the Optus 3G HSDPA & GSM Networks. 2. GSM networks do not provide Broadband Speeds. 3. Data is charged for both uploads & downloads. 4. Mobile Wireless Broadband - Roamer data plans are only available on USB Modems approved by us. 5. Data usage will be calculated as a combined total of uploads and downloads in Kilobytes (KB). For all purposes 1Megabyte (MB) = 1,024 Kilobytes (KB). Usage charges will apply when Mobile Wireless Broadband is transferring data over the Optus GSM, 3G/ HSDPA or other roaming partners as advised by Optus from time to time. If you exceed your data plan monthly included usage allowance for Mobile Wireless Broadband service in any given billing period, an excess usage rate of \$0.02 per MB will apply. Unused data allowance in any month cannot be rolled into subsequent months. 6. Mobile Wireless Broadband - Roamer plans may only be used for data and SMS usage. SMS usage is not included in the Capped inclusions. This offer excludes services including Optus Zoo, Voice Calls, International voice calls, Voicemail, premium and Third Party SMS, MMS, International MMS, 1300, 1900 and all other services are barred from this service. 7. Software Requirements: You must have Microsoft Windows 2000, Windows XP, or Microsoft Vista operating systems to connect to the service. Limited Mac OS support. 8. When overseas International Data Roaming usage charges apply as extra (for charges refer to [www.optus.com.au/international](http://www.optus.com.au/international) under "GPRS" roaming section) Some data cards are incompatible with networks in some countries. Please refer to list of countries Optus supports on [www.optus.com.au/international](http://www.optus.com.au/international).

## 5.11 Authorisation

I have read and understood the Standard Form of Agreement and agree to the NBN Internet and Mobile Broadband terms and conditions outlined in section 5.8 and 5.10 of this agreement.

Authorised Representative Name \_\_\_\_\_ Position (if Business) \_\_\_\_\_

Authorised Representative Signature \_\_\_\_\_ Date \_\_\_\_\_

You understand that all bills are delivered by email delivery and that Direct Debit from either a bank account or credit card is required. I have read &amp; understood the Standard Form of Agreement which is available on our website.

**6.1 SHDSL Broadband & WAN**

Business Name \_\_\_\_\_ Trading as \_\_\_\_\_ ACN \_\_\_\_\_ ABN \_\_\_\_\_

Customer Name \_\_\_\_\_ Date of Birth \_\_\_\_\_ Passport Number \_\_\_\_\_ Licence Number \_\_\_\_\_

**Early termination fees as set out in 6.2 and 6.3 will apply unless otherwise stated in the Special Terms and Conditions below.**

New Connection Fee \_\_\_\_\_

Site Address: Unit \_\_\_\_\_ Level \_\_\_\_\_ Street \_\_\_\_\_ Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Min Term \_\_\_\_\_ Early Termination Charges \_\_\_\_\_

Internet  WAN  | Lite  Standard  | Zone \_\_\_\_\_ Monthly Fee \_\_\_\_\_Line Speed \_\_\_\_\_ Router Yes  No  Router Type: \_\_\_\_\_

Price \_\_\_\_\_

Special Terms &amp; Conditions

**6.2 SHDSL Broadband Terms & Conditions**

1. All prices quoted are inclusive of GST. 2. SHDSL minimum commitment over 24 months is as follows; \$10,056 (1Mb Lite Unlimited plan), \$11,976 (2Mb Lite Unlimited plan), \$15,576 (4Mb Lite Unlimited plan), \$23,976 (10Mb Lite Unlimited plan), \$10,536 (1Mb Standard Unlimited plan), \$13,656 (2Mb Standard Unlimited plan), \$23,976 (4Mb Standard Unlimited plan), \$35,976 (10Mb Standard Unlimited plan). 3. Early termination fee, if you choose to cancel your service or it is disconnected for any reason within the 24 month contract term you will be charged an early termination fee comprised of your minimum monthly commitment as per your agreement with us multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service. 4. SHDSL Speeds are theoretical maximum speeds based on Telstra tests. Actual speeds may be less due to a number of factors including network configuration, line quality & length, exchange type, customer premises interference, traffic, hardware and software. 5. Unlimited usage will not attract any excess fees. 6. Static IP address provided. 7. Network Uptime guarantee of 99.95%. Rebate calculated as 1 day of service access fee credited for each hour of network downtime over and above the guaranteed level. Network downtime does not include faults in the underlying service from the exchange to the customer premises or any faults in the customers own network. Rebate must be claimed using our Standard Rebate Application Form within 3 months. Rebate will be applied as a credit against your bill. 8. Acceptable Usage Policy Applies. 9. Pricing quoted is for services in zone 1 or zone 2 exchange areas. If service falls into a zone 3 area, pricing is available on request.

**6.3 SHDSL WAN Terms & Conditions**

1. All prices quoted are inclusive of GST. 2. SHDSL minimum commitment over 24 months is as follows; \$8,616 (1Mb Lite Unlimited plan), \$11,016 (2Mb Lite Unlimited plan), \$14,136 (4Mb Lite Unlimited plan), \$23,016 (10Mb Lite Unlimited plan), \$9,579 (1Mb Standard Unlimited plan), \$12,456 (2Mb Standard Unlimited plan), \$18,456 (4Mb Standard Unlimited plan), \$26,376 (10Mb Standard Unlimited plan). 3. Early termination fee, if you choose to cancel your service or it is disconnected for any reason within the 24 month contract term you will be charged an early termination fee comprised of your minimum monthly commitment as per your agreement with us multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service. 4. SHDSL Speeds are theoretical maximum speeds based on Telstra tests. Actual speeds may be less due to a number of factors including network configuration, line quality & length, exchange type, customer premises interference, traffic, hardware and software. 5. This product does not come with internet access however all traffic between SHDSL WAN sites is unlimited. A separate connection is required for internet access. 6. Static IP address provided. 7. Network Uptime guarantee of 99.9%. Rebate calculated as 1 day of service access fee credited for each hour of network downtime over and above the guaranteed level. Network downtime does not include faults in the underlying service from the exchange to the customer premises or any faults in the customers own network. Rebate must be claimed using our Standard Rebate Application Form within 3 months. Rebate will be applied as a credit against your bill. 8. Acceptable Usage Policy Applies. 9. Pricing quoted is for services in a zone 1 exchange area. If service falls under a zone 2 or zone 3 location pricing is available on request.

**6.4 Authorisation**

I have read and understood the Standard Form of Agreement and agree to the SHDSL terms & conditions outlined in section 6.2 and the SHDSL WAN terms & conditions outlined in section 6.3 of this agreement.

Authorised Representative Name \_\_\_\_\_ Position (if Business) \_\_\_\_\_

Authorised Representative Signature \_\_\_\_\_ Date \_\_\_\_\_

You understand that all bills are delivered by email delivery and that Direct Debit from either a bank account or credit card is required. I have read & understood the Standard Form of Agreement which is available on our website.



## 6.5 IP Line Broadband & eLine WAN

Business Name \_\_\_\_\_ Trading as \_\_\_\_\_ ACN \_\_\_\_\_ ABN \_\_\_\_\_

Customer Name \_\_\_\_\_ Date of Birth \_\_\_\_\_ Passport Number \_\_\_\_\_ Licence Number \_\_\_\_\_

**Early termination fees as set out in 6.6 & 6.7 below will apply unless otherwise stated in the Special Terms and Conditions below.**

New Connection Fee \_\_\_\_\_

Site Address: Unit \_\_\_\_\_ Level \_\_\_\_\_ Street \_\_\_\_\_ Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Min Term \_\_\_\_\_ Early Termination Charges \_\_\_\_\_

Internet  WAN  | Zone \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Line Speed \_\_\_\_\_ Router Yes  No  Router Type: \_\_\_\_\_

Price \_\_\_\_\_

Special Terms & Conditions

## 6.6 IP Line Broadband Terms & Conditions

1. All prices quoted are inclusive of GST. 2. IP Line minimum commitment over 24 months is as follows; \$11,016 (2Mb Unlimited plan), \$11,496 (4Mb Unlimited plan), \$14,376 (10Mb Unlimited plan), \$20,856 (20Mb Unlimited plan), \$43,176 (50Mb Unlimited plan), \$55,176 (70Mb Unlimited plan), \$62,376 (100Mb Unlimited plan). 3. Early termination fee, if you choose to cancel your service or it is disconnected for any reason within the 24 month contract term you will be charged an early termination fee comprised of your minimum monthly commitment as per your agreement with us multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service. 4. IP Line Speeds are theoretical maximum speeds based on AAPT tests. Actual speeds may be less due to a number of factors including network configuration, line quality & length, exchange type, customer premises interference, traffic, hardware and software. 5. Unlimited usage will not attract any excess fees. 7. Static IP address provided. 8. Network Uptime guarantee of 99.9%. Rebate calculated as 1 day of service access fee credited for each hour of network downtime over and above the guaranteed level. Network downtime does not include faults in the underlying service from the exchange to the customer premises or any faults in the customers own network. Rebate must be claimed using our Standard Rebate Application Form within 3 months. Rebate will be applied as a credit against your bill. 9. Acceptable Usage Policy Applies.

## 6.7 eLine WAN Terms & Conditions

1. All prices quoted are inclusive of GST. 2. IP Line minimum commitment over 24 months is as follows; \$11,016 (2Mb Unlimited plan), \$11,496 (4Mb Unlimited plan), \$14,376 (10Mb Unlimited plan), \$20,856 (20Mb Unlimited plan), \$43,176 (50Mb Unlimited plan), \$55,176 (70Mb Unlimited plan), \$62,376 (100Mb Unlimited plan). 3. Early termination fee, if you choose to cancel your service or it is disconnected for any reason within the 24 month contract term you will be charged an early termination fee comprised of your minimum monthly commitment as per your agreement with us multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service. 4. eLine Speeds are theoretical maximum speeds based on AAPT tests. Actual speeds may be less due to a number of factors including network configuration, line quality & length, exchange type, customer premises interference, traffic, hardware and software. 5. This product does not come with internet access however all traffic between AAPT eLine WAN sites is unlimited. A separate connection is required for internet access. 6. Static IP address provided. 7. Network Uptime guarantee of 99.9%. Rebate calculated as 1 day of service access fee credited for each hour of network downtime over and above the guaranteed level. Network downtime does not include faults in the underlying service from the exchange to the customer premises or any faults in the customers own network. Rebate must be claimed using our Standard Rebate Application Form within 3 months. Rebate will be applied as a credit against your bill. 8. Acceptable Usage Policy Applies. 9. Pricing quoted is for services in a zone 1 exchange area. If service falls under a zone 2 or zone 3 area pricing is available on request.

## 6.8 Authorisation

I have read and understood the Standard Form of Agreement and agree to the IP Line Broadband terms & conditions outlined in section 6.6 and the eLine WAN terms & conditions outlined in section 6.7 of this agreement.

Authorised Representative Name \_\_\_\_\_ Position (if Business) \_\_\_\_\_

Authorised Representative Signature \_\_\_\_\_ Date \_\_\_\_\_

You understand that all bills are delivered by email delivery and that Direct Debit from either a bank account or credit card is required. I have read & understood the Standard Form of Agreement which is available on our website.

## 6.9 Ethernet In the First Mile Broadband & WAN

Business Name \_\_\_\_\_ Trading as \_\_\_\_\_ ACN \_\_\_\_\_ ABN \_\_\_\_\_  
 Customer Name \_\_\_\_\_ Date of Birth \_\_\_\_\_ Passport Number \_\_\_\_\_ Licence Number \_\_\_\_\_

**Early termination fees as set out in 6.10 & 6.11 below will apply unless otherwise stated in the Special Terms and Conditions below.**

New Connection Fee \_\_\_\_\_

Site Address: Unit \_\_\_\_\_ Level \_\_\_\_\_ Street \_\_\_\_\_ Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Min Term \_\_\_\_\_ Early Termination Charges \_\_\_\_\_

Internet  WAN  | Zone \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Line Speed \_\_\_\_\_ Router Yes  No  Router Type: \_\_\_\_\_

Price \_\_\_\_\_

Special Terms & Conditions

## 6.10 Ethernet In the First Mile Broadband Terms & Conditions

1. All prices quoted are inclusive of GST. 2. Ethernet in the First Mile or "EFM" minimum commitment over 24 months is as follows; \$7,656 (1Mb 2 Wire Unlimited plan), \$8,616 (10Mb 4 Wire Unlimited plan), \$13,416 (10Mb 6 Wire Unlimited plan), \$19,176 (10Mb 8 Wire Unlimited plan), \$20,616 (20Mb 8 Wire Unlimited plan) 3. Early termination fee, if you choose to cancel your service or it is disconnected for any reason within the 24 month contract term you will be charged an early termination fee comprised of your minimum monthly commitment as per your agreement with us multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service. 4. Speeds are theoretical maximum speeds. Actual speeds may be less due to a number of factors including network configuration, line quality & length, exchange type, customer premises interference, traffic, hardware and software. 5. Static IP address provided. 6. Network Uptime guarantee of 99.6%. Maximum available rebate in a month is \$50 incl GST. Network downtime does not include faults in the underlying service from the exchange to the customer premises or any faults in the customers own network. Rebate must be claimed using our Standard Rebate Application Form within 3 months. Rebate will be applied as a credit against your bill. 8. Acceptable Usage Policy Applies. 9. Pricing quoted is for services in a zone 1 exchange area.

## 6.11 Ethernet In the First Mile WAN Terms & Conditions

1. All prices quoted are inclusive of GST. 2. Ethernet in the First Mile or "EFM" minimum commitment over 24 months is as follows; \$6,216 (1Mb 2 Wire Unlimited plan), \$8,616 (10Mb 4 Wire Unlimited plan), \$14,376 (10Mb 6 Wire Unlimited plan), \$16,776 (10Mb 8 Wire Unlimited plan), \$19,176 (20Mb 8 Wire Unlimited plan) 3. Early termination fee, if you choose to cancel your service or it is disconnected for any reason within the 24 month contract term you will be charged an early termination fee comprised of your minimum monthly commitment as per your agreement with us multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service. 4. Speeds are theoretical maximum speeds. Actual speeds may be less due to a number of factors including network configuration, line quality & length, exchange type, customer premises interference, traffic, hardware and software. 5. Static IP address provided. 6. Network Uptime guarantee of 99.6%. Maximum available rebate in a month is \$50 incl GST. Network downtime does not include faults in the underlying service from the exchange to the customer premises or any faults in the customers own network. Rebate must be claimed using our Standard Rebate Application Form within 3 months. Rebate will be applied as a credit against your bill. 8. Acceptable Usage Policy Applies. 9. Pricing quoted is for services in a zone 1 exchange area.

## 6.12 Authorisation

I have read and understood the Standard Form of Agreement and agree to the Ethernet in the First Mile Internet Broadband terms & conditions outlined in section 6.10 and the Ethernet in the First Mile WAN terms & conditions outlined in section 6.11 of this agreement.

Authorised Representative Name \_\_\_\_\_ Position (if Business) \_\_\_\_\_

Authorised Representative Signature \_\_\_\_\_ Date \_\_\_\_\_

You understand that all bills are delivered by email delivery and that Direct Debit from either a bank account or credit card is required. I have read & understood the Standard Form of Agreement which is available on our website.

## 7.1 Hosting

Business Name \_\_\_\_\_ Trading as \_\_\_\_\_ ACN \_\_\_\_\_ ABN \_\_\_\_\_  
 Customer Name \_\_\_\_\_ Date of Birth \_\_\_\_\_ Passport Number \_\_\_\_\_ Licence Number \_\_\_\_\_

Early termination fees as set out in 1.2 above will apply to a minimum term agreement, the minimum term will commence when your application is accepted by us or when your services are connected, which ever is the later.

## 7.2 Email Addresses

Please list the email accounts you need setting up on our domain (available whether you have a domain or not).

Email Address \_\_\_\_\_ @ \_\_\_\_\_ Password \_\_\_\_\_  
 Email Address \_\_\_\_\_ @ \_\_\_\_\_ Password \_\_\_\_\_  
 Email Address \_\_\_\_\_ @ \_\_\_\_\_ Password \_\_\_\_\_  
 Email Address \_\_\_\_\_ @ \_\_\_\_\_ Password \_\_\_\_\_  
 Email Address \_\_\_\_\_ @ \_\_\_\_\_ Password \_\_\_\_\_  
 Email Address \_\_\_\_\_ @ \_\_\_\_\_ Password \_\_\_\_\_  
 Email Address \_\_\_\_\_ @ \_\_\_\_\_ Password \_\_\_\_\_  
 Email Address \_\_\_\_\_ @ \_\_\_\_\_ Password \_\_\_\_\_  
 Email Address \_\_\_\_\_ @ \_\_\_\_\_ Password \_\_\_\_\_  
 Email Address \_\_\_\_\_ @ \_\_\_\_\_ Password \_\_\_\_\_

## 7.3 Domain Registration

New  Number of Years \_\_\_\_\_ New Registration Fee \_\_\_\_\_  
 1st Choice \_\_\_\_\_ 2nd Choice \_\_\_\_\_  
 3rd Choice \_\_\_\_\_ 4th Choice \_\_\_\_\_  
 Transfer  Domain Name \_\_\_\_\_ Registry Key \_\_\_\_\_ Transfer Fee \_\_\_\_\_

Advanced DNS Records Required: Yes  No

Record Type \_\_\_\_\_ Host \_\_\_\_\_ Destination IP \_\_\_\_\_  
 Record Type \_\_\_\_\_ Host \_\_\_\_\_ Destination IP \_\_\_\_\_  
 Record Type \_\_\_\_\_ Host \_\_\_\_\_ Destination IP \_\_\_\_\_  
 Record Type \_\_\_\_\_ Host \_\_\_\_\_ Destination IP \_\_\_\_\_  
 Record Type \_\_\_\_\_ Host \_\_\_\_\_ Destination IP \_\_\_\_\_  
 Record Type \_\_\_\_\_ Host \_\_\_\_\_ Destination IP \_\_\_\_\_

## 7.4 Web Hosting

Domain Name \_\_\_\_\_ Registry Key \_\_\_\_\_  
 Plan Name \_\_\_\_\_ Monthly Fee \_\_\_\_\_

## 7.5 Authorisation

Authorised Representative Name \_\_\_\_\_ Position (if Business) \_\_\_\_\_

Authorised Representative Signature \_\_\_\_\_ Date \_\_\_\_\_

You understand that all bills are delivered by email delivery and that Direct Debit from either a bank account or credit card is required. I have read & understood the Standard Form of Agreement which is available on our website.

**7.6 MyVoiceBox**

Business Name \_\_\_\_\_ Trading as \_\_\_\_\_ ACN \_\_\_\_\_ ABN \_\_\_\_\_  
 Customer Name \_\_\_\_\_ Date of Birth \_\_\_\_\_ Passport Number \_\_\_\_\_ Licence Number \_\_\_\_\_

**Early termination fees as set out in 1.2 above will apply to a minimum term agreement, the minimum term will commence when your application is accepted by us or when your services are connected, which ever is the later.**

Name \_\_\_\_\_ Mobile Contact Number \_\_\_\_\_ Fax to Email: Yes  No

Email for Voicemail and Fax to Email \_\_\_\_\_ Monthly Fee \_\_\_\_\_

Name \_\_\_\_\_ Mobile Contact Number \_\_\_\_\_ Fax to Email: Yes  No

Email for Voicemail and Fax to Email \_\_\_\_\_ Monthly Fee \_\_\_\_\_

DID \_\_\_\_\_ Monthly Fee \_\_\_\_\_ | Porting: Yes  No  Porting / Installation Fee \_\_\_\_\_

IP Handsets: Qty \_\_\_\_\_ Make/Model \_\_\_\_\_ Outright Price \_\_\_\_\_ Total Price \_\_\_\_\_

**7.7 MyVoiceBox Terms & Conditions**

1. All prices inclusive of GST. 2. In order to access the Service, you will need a dedicated fixed line broadband Internet connection, such as ADSL 2+ will need an IP Phone; may need extra hardware depending on your set up e.g. Analogue Telephony Adapter (ATA), VoIP enabled modem. 3. We recommend that the Service be accessed with hardware supplied or approved by us, using a broadband ADSL or SHDSL service supplied by us to our specifications. The Service is designed to allow users to bring their own device, but we do not offer any guarantee or assurance that all devices will be compatible and function with the Service. 4. The broadband speed required for the Service will depend largely on your network demands. Data transmission demands on your network may cause the bandwidth available for voice transmission to be limited if voice and data share the same connection. 5. Extra charges will be incurred for freight for any hardware. 6. Set up fee of \$55 incl GST applies. 7. Porting charge of \$110 incl GST for customers wishing to retain their existing phone number. 8. International Calls are allowed by default, if you require this feature to be blocked you will need to contact us.

**7.8 SIP Trunks**

Business Name \_\_\_\_\_ Trading as \_\_\_\_\_ ACN \_\_\_\_\_ ABN \_\_\_\_\_

Customer Name \_\_\_\_\_ Date of Birth \_\_\_\_\_ Passport Number \_\_\_\_\_ Licence Number \_\_\_\_\_

**Early termination fees as set out in 1.2 above will apply to a minimum term agreement, the minimum term will commence when your application is accepted by us or when your services are connected, which ever is the later.**

**Site Addresses**

Primary Mobile Contact Number \_\_\_\_\_

Street Address \_\_\_\_\_ Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Street Address \_\_\_\_\_ Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Street Address \_\_\_\_\_ Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Street Address \_\_\_\_\_ Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

**Hardware**

Hardware Model \_\_\_\_\_ QTY \_\_\_\_\_ Unit Price \_\_\_\_\_ Total Price \_\_\_\_\_

Hardware Model \_\_\_\_\_ QTY \_\_\_\_\_ Unit Price \_\_\_\_\_ Total Price \_\_\_\_\_

**Total Hardware** \_\_\_\_\_

**Service Numbers and Porting**

	QTY	Total			
Amount of Initial		\$		Porting	Yes <input type="radio"/> No <input type="radio"/>
Concurrent Calls		\$	<b>Total Monthly Fee</b>	\$	Porting /Installation Fee
					\$

**7.9 SIP Trunks Terms & Conditions**

1. In order to access the Service, you will need a dedicated fixed line broadband Internet connection, such as ADSL 2+ you will also need an IP Phone and may need extra hardware depending on your set up e.g. router and switches. 2. We recommend that the Service be accessed with hardware supplied or approved by us, using a broadband ADSL2+ or SHDSL service supplied by us to our specifications. The Service is designed to allow users to bring their own device, but we do not offer any guarantee or assurance that all devices will be compatible and function with the Service. 3. The broadband speed required for the Service will depend largely on your network demands. Data transmission demands on your network may cause the bandwidth available for voice transmission to be limited if voice and data share the same connection. 4. Extra charges will be incurred for freight for any hardware. 5. Minimum 10 DID numbers purchased in blocks of 10. 6. Porting is charged per number block per end user site. 7. International Calls are allowed by default, if you require this feature to be blocked you will need to contact us.

**7.10 Authorisation**

I have read and understood the Standard Form of Agreement and agree to the MyVoiceBox terms & conditions outlined in section 7.7 and the SIP Trunks terms and conditions outlined in section 7.9 of this agreement.

Authorised Representative Name \_\_\_\_\_ Position (if Business) \_\_\_\_\_

Authorised Representative Signature \_\_\_\_\_ Date \_\_\_\_\_

## 7.11 MyPBX

Business Name \_\_\_\_\_ Trading as \_\_\_\_\_ ACN \_\_\_\_\_ ABN \_\_\_\_\_

Customer Name \_\_\_\_\_ Date of Birth \_\_\_\_\_ Passport Number \_\_\_\_\_ Licence Number \_\_\_\_\_

Number of Simultaneous Calls Required (In &amp; Outbound) \_\_\_\_\_ Mobile Contact Number \_\_\_\_\_

Current Carrier \_\_\_\_\_ Your Account Number \_\_\_\_\_ Wholesale Account Number \_\_\_\_\_

Type of Broadband Service you currently have: ADSL1  ADSL2  SHDSL  Fibre  | Porting Yes  No  | Porting / Installation Fee \_\_\_\_\_Please perform a Speed Test at [www.speedtest.net](http://www.speedtest.net) and ping test [www.pingtest.net](http://www.pingtest.net) so we can determine your line capability.Do you have computer cabling (Cat5e) to each location for each handset: Yes  No  If no, would you like a technician to quote for additional cabling: Yes  No **We recommend & supply specific Hosted Voice Equipment and can only support this equipment. A data capture form provided to you will allow us to configure your hosted voice system to your detailed requirements. On completion of the data capture form we will be able to give you final pricing for your system.****Early termination fees as set out in 1.2 above will apply to a minimum term agreement, the minimum term will commence when your application is accepted by us or when your services are connected, whichever is the later.**

## Site Addresses

Street Address \_\_\_\_\_ Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Street Address \_\_\_\_\_ Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Street Address \_\_\_\_\_ Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Street Address \_\_\_\_\_ Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

## Hardware

Hardware Model \_\_\_\_\_ QTY \_\_\_\_\_ Unit Price \_\_\_\_\_ Total Price \_\_\_\_\_

Hardware Model \_\_\_\_\_ QTY \_\_\_\_\_ Unit Price \_\_\_\_\_ Total Price \_\_\_\_\_

Hardware Model \_\_\_\_\_ QTY \_\_\_\_\_ Unit Price \_\_\_\_\_ Total Price \_\_\_\_\_

Hardware Model \_\_\_\_\_ QTY \_\_\_\_\_ Unit Price \_\_\_\_\_ Total Price \_\_\_\_\_

Hardware Model \_\_\_\_\_ QTY \_\_\_\_\_ Unit Price \_\_\_\_\_ Total Price \_\_\_\_\_

**Total Hardware** \_\_\_\_\_

## Licences

	QTY	Total		QTY	Total		QTY	Total
Standard		\$	Mobility		\$	Executive		\$
Fax2Email		\$	Web Assistant		\$	Conference		\$
System		\$	Auto Attendant		\$	Hunt Group		\$
Hunt Group Enhanced		\$	India		\$	<b>Total Monthly Fee</b>		<b>\$</b>

## Special Terms &amp; Conditions

## 7.12 MyPBX Terms &amp; Conditions

1. In order to access the service, you will need a dedicated fixed line broadband Internet connection, such as ADSL 2+ you will also need an IP Phone and may need extra hardware depending on your set up e.g. router and switches. 2. We recommend that the Service be accessed with hardware supplied or approved by us, using a broadband ADSL or SHDSL service supplied by us to our specifications. The Service is designed to allow users to bring their own device, but we do not offer any guarantee or assurance that all devices will be compatible and function with the Service. 3. The broadband speed required for the Service will depend largely on your network demands. Data transmission demands on your network may cause the bandwidth available for voice transmission to be limited if voice and data share the same connection. 4. Extra charges will be incurred for freight for any hardware. 5. Minimum 10 DID numbers purchased in blocks of 10. 6. Porting is charged per number block per end user site. 7. International Calls are allowed by default, if you require this feature to be blocked you will need to contact us.

## 7.13 Authorisation

I have read and understood the Standard Form of Agreement and agree to the MyPBX terms &amp; conditions outlined in section 7.12 of this agreement.

Authorised Representative Name \_\_\_\_\_ Position (if Business) \_\_\_\_\_

Authorised Representative Signature \_\_\_\_\_ Date \_\_\_\_\_

You understand that all bills are delivered by email delivery and that Direct Debit from either a bank account or credit card is required. I have read &amp; understood the Standard Form of Agreement which is available on our website.