

Connect NBN – Application Form

1. Company/Personal details

Name/Business name:	ABN/Existing A/C:		
Street address:	Suburb:	State:	PC:
Billing address:	Suburb:	State:	PC:
Director Name:	License Number:	DOB:	
<input type="checkbox"/> Please tick if the billing address is the same as the street address			

2. Contact details

Primary Contact:	Email:	
Position/Title:	Mobile:	Phone:
Onsite IT Support/Authorised Contact:	Email:	
Position/Title:	Mobile:	Phone:

3. **Email Billing:** Yes No

Paper Invoice: Yes No \$2.50 (summary bill)

4. Portal user name and password:

Username:	Password:
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5. Payment method

Please tick one box only

Direct Debit from Bank Account - **complete Section A only** Direct Debit from Credit Card - **complete Section B only**

SECTION A - Direct Debit request and authority to debit

I request and authorise ABTWA Pty Ltd (ABN: 56 483 723 809) to arrange for the amount due on the Connect Technology Australia invoice(s) to be debited on or after the due date per the invoice, to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below, subject to the Direct Debit Terms and Conditions listed on this New Customer Application form.

Company:	ABN:
Account Name:	Financial Institution Name:
BSB:	Account Number:
Authorised Signatory (Print name)	Signature:
Position/Title:	Date:

SECTION B - Credit Card debit authority (VISA, MasterCard and American Express cards accepted)

Where payment method is Credit Card or Debit Card, I authorise ABTWA Pty Ltd (ABN: 56 483 723 809) to charge the account nominated. A surcharge of 2.0% will be applied to payments made using VISA and Mastercard, and 3.0% for payments using American Express (AMEX).

Credit Card No.: / / /	<input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> AMEX	Exp. Date: /
Name on Card	CCV No.:	Cardholder's Signature

6. Choose your monthly service.

NBN Site Details			
Unit/No.:	Street:		
Suburb:	State:	Postcode:	
Site Contact Name:	Site Contact Landline No.:		
Site Contact Mobile No.:	Site Contact Email:		
NBN Service Details			
1. Select Plan:			
	Connect Mid Plus	Connect Max Plus	Connect FW Plus
Speed	50/20	100/40	75/10
Data*	Unlimited	Unlimited	Unlimited
Monthly Price (Inc. GST)	\$119.95	\$139.95	\$119.95
Indicate your chosen plan here			
*Subject to fair use policy			
3. Select Service: <input type="checkbox"/> NBN FTTN <input type="checkbox"/> Fixed Wireless		4. Voice (calls) <input type="checkbox"/> Yes <input type="checkbox"/> No	
5. Installation: (for premises that have not had a previous NBN connection) <input type="checkbox"/> Yes - Installation fee: \$399 <input type="checkbox"/> No		6. Minimum Term: <input type="checkbox"/> 6 Months - \$99 Application Fee <input type="checkbox"/> 12 Months - \$0 Application Fee	
7. Technician to attend site (install router/wireless devices) <input type="checkbox"/> Yes – Cost quoted per job <input type="checkbox"/> No		8. Hardware Requirement: <input type="checkbox"/> Yes - Home Network Gateway \$5 per month <input type="checkbox"/> No	

NBN Broadband: Terms and Conditions

1. All prices quoted are exclusive of GST. 2. Dishonored direct debit payments may incur a charge. 3. Acceptable Usage Policy applies. 4. If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee of \$125 incl. GST). You must provide 30 days’ notice to us to disconnect a service. 5. 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 or port on the Home Network Gateway if selected. The cabling required in your premises beyond the Network Boundary Point is your cost and responsibility, as is the provision of a suitable 240V AC power outlet. 6. Property owner consent is required to have the NBN installation performed. 8. Installation will be performed during business hours, and you will need to be home to provide access for the installation technicians. If you select to take the Home Network Gateway and choose the Professional Installation option, a second appointment will be required. 9. A single static IP address is provided which may be changed due to technical and operational reasons by providing 30 days’ notice. 10. Many factors affect speeds including but not limited to: network configuration, line quality and length, customer premises interference, traffic, hardware and software. 11. Data Allowance: each month includes both upload and download traffic for that billing period and quota not used in a month is not carried forward to the next month. 12. If you have chosen a shaped plan, once you have reached your usage allowance, the speed of your service will slow to 256kbps. 13. If you have chosen an unshaped plan, excess data used will be charged at (Not Applicable) per GB in 1 Mb increments (1 Gigabyte = 1024 Megabytes). 14. The New

Development Charge (NDC) which is a one-time charge of \$399 (incl. GST) will apply to all new orders for NBN in new development locations, and applies to the first connection at a premise in a newly developed area (e.g. new housing estate/suburb or sub-division of existing property) with no pre-existing telecommunications infrastructure. 15. A Subsequent installation charge of \$350 (Incl. GST) will apply to connections where NBN co are required to activate a copper pair to complete the installation. 16. For more information about Speed Tiers please read Connect Technology "Speed Tiers" document in <http://www.connecttechnology.com.au/policies/>

2. Direct Debit: Terms and Conditions

1. By signing this document, The Customer authorises Telcoinabox Operations Pty Limited (trading as Telecommunications Payment Services), Direct Debit User ID 314572 to debit The Customer's account detailed in the Schedule below on behalf of the Company. 2. Debits may be in any amount and at the time due according to the arrangement between the Customer and the Company concerning charges incurred by the Customer and services provided by The Company. This authority remains in force until you notify the Company that you wish to cancel it. 3. We agree to be bound by this agreement when we receive your Direct Debit details complete with the particulars, we need to draw an amount under it. 4. We only draw money out of your account in accordance with the terms of your agreement with the Company. 5. On giving you at least 14 days' notice, we may: Change our procedures in this agreement; Change the terms of your Direct Debit; or cancel your Direct Debit. 6. When contacting us, you may ask us to cancel your Direct Debit. Please be aware that if direct debit or card charge is required for your service and you ask to cancel or vary the terms of your Direct Debit, this may also involve cancellation of your service with us (and may result in costs and charges). 7. You may dispute any amount we draw under Direct Debit by contacting us, detailing your customer reference details and your bank account or credit card number as applicable. You must provide a detailed explanation of the basis for the dispute to assist in a resolution. 8. We deal with any dispute by the following procedure: 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. 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 9. If the day on which you must make any payment to us is not a business day, we will draw on your account under your Direct Debit on the following business day. If your financial institution rejects any of our attempts to draw an amount in accordance with your Direct Debit, 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. 10. To contact us in accordance with the above, please use the contact details available on our website by clicking on the link "Contact Us".

2. Privacy and 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, which is available at www.connecttechnology.com.au.

3. Credit checks

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.

4. Authorisation

I have read and understood ABTWA Pty Ltd (ABN: 56 483 723 809) Standard Form of Agreement and agree to the terms and conditions outlined in this agreement. I understand that all bills are delivered by email delivery and that Direct Debit from either a bank account or credit card is required unless other arrangements agreed to.

Authorised Signatory (Print name)

Signature

Position/Title

Date