

Linear G

Internet Solutions

Service Application Form

Service Application for Linear G, ABN 72 039560 683, ACN Linear G,
60 Magellan Street Lismore, Tel. 1300 366 863, Fax. 02 6622 7641,
Email info@linearg.com, Web www.linearg.com.

Customer

Direct Debit

Landlines

Mobiles

Internet

Data

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 for the supply of Mobile services for the service numbers listed in section 4 and for the supply of internet services as specified in section 5 and for the supply of data services as specified in section 6 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 the supply of data services as listed under section 5 of this application and/or Internet Services are provisioned subject to the 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 deemed accepted by us at the time your Telephone Services or Internet 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 (excluding Telstra ISDN) - 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 or credited as part of the fixed term agreement); Home Phone services - Minimum monthly commitment per line x months remaining in contract; Mobile Services, VoIP Services, Web & Mail Hosting Services, Inbound Services & Mobile Broadband Services - Minimum monthly commitment per service x months remaining in contract. ADSL Services - \$121 flat fee (inc GST) charged if service is cancelled within first 12 months from acceptance of your application. By submitting this application, the person submitting warrants that they are duly authorized to execute this application on behalf of the Customer. Note: If you are 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 information which will allow you to be identified, the fact that you have applied for credit and the amount, that we are a current credit provider to you, repayments that are more than 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

If you have a disability or do not have English as your first language, 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 _____

You understand that all bills are delivered by email delivery and that Direct Debit from either a bank account or credit card is required. You 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, with any amount at the time due according to the arrangement between you and us, via Ctel Technologies Pty Ltd, Debit User ID 161451, using the Direct Debit System, for charges incurred for services provided by us. In addition, you affirm that you have read and agree to the Direct Debit Request Service Agreement 161451TIB. This authority will remain in force until notice is received by Telcoinabox in accordance with the Direct Debit Request Service Agreement.

Direct Debit your Bank Account ☐

Name of Financial Institution _____ Name on Account _____
 BSB _____ Account Number _____

Direct Debit your Debit/Credit Card ☐

Type of Card: Visa ☐ MasterCard ☐ American Express ☐ Diners Club ☐

Name on Card _____ Credit Card Number _____
 Expiry Date _____ Security Number _____

2.2 Direct Debit Terms & Conditions

When we are bound by this agreement 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. What we agree and what we can do 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 Request. To enact such a request you must contact us, providing your customer reference details. We will investigate your request and will fulfil it, deny it, and/or provide referral to an 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 Ctel suspend pending payments until a resolution is reached. Please note that such a suspension does not indemnify you of your obligation to us, and you may need to find alternative means of meeting that obligation. c. We will keep written record of dispute proceedings, which may be provided to Ctel if required 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. 8. If your financial 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 amount we draw under it to the financial institution at which your account is held or the financial institution which sponsors our use of the Direct Debit System or both of them; You consent to that disclosure; or We are required to disclose that information by law. What you should consider 10. Not all accounts held with a financial institution are available to be drawn on under the Direct Debit System. 11. Before you complete your Direct Debit Request, it is best to check account details against a recent statement from your financial institution to ensure the details on your Direct Debit Request are completed correctly. 12. Please enquire of your financial institution if you are uncertain when your financial institution processes an amount we draw under your Direct Debit Request on a day which is not a business day. 13. It is your responsibility to ensure there are sufficient clear funds available in your 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 _____

You understand that all bills are delivered by email delivery and that Direct Debit from either a bank account or credit card is required. You 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.

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 <input type="radio"/> No <input type="radio"/>	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 _____

Special 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. Any minimum term will commence when your application is accepted by us.

3.4 Inbound Services

Minimum Term Agreement ☐ Minimum Term _____

New ☐ Port ☐ Service Number _____ Answer Point _____ Overflow _____

Complex Routing: Yes ☐ No ☐ Type _____ Setup Fee _____ Monthly Fee _____

New ☐ Port ☐ Service Number _____ Answer Point _____ Overflow _____

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. Any minimum term will commence when your application is accepted by us.

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

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. You have read & understood the Standard Form of Agreement which is available on our website.

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.

New ☐ Port ☐ Mobile Number _____ SIM Number _____ Account Number or DOB if Pre-Paid _____
 Optus 3G ☐ Telstra GSM ☐ Plan _____ MinimumTerm _____ 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 _____
 Optus 3G ☐ Telstra GSM ☐ Plan _____ MinimumTerm _____ 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 _____
 Optus 3G ☐ Telstra GSM ☐ Plan _____ MinimumTerm _____ 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 _____
 Optus 3G ☐ Telstra GSM ☐ Plan _____ MinimumTerm _____ 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) to 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, and may result in finalisation of the account. The 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 & Conditions

1. When overseas and using the Optus network, International Data Roaming usage charges apply as extra (for charges refer to 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 2. When overseas and using the Telstra network, International data roaming charges will apply. Please refer to http://www.telstra.com.au/mobile/international_roaming/ for details 3. Optus Dual Band service: Refers to our 2100MHz/900MHz Network. Optus dual band handsets can provide access to 3G services in the Optus dual band coverage area. Outside these areas, service will fall back to the Optus GSM/GPRS network, except for video calling services which cannot be accessed in these areas. Optus 3G Services: Refers to our 2100MHz network. Optus 3G handsets can provide access to 3G services only in the Optus 3G coverage area. For full coverage information, go to www.optus.com.au/coverage. 4. For Optus Customers: Each Optus Rate Plan may include a set amount of data per month depending on which data plan you have chosen; Enabling you to access services on Optus Zoo, as well as browsing the Internet from your mobile. If you exceed your plan's included monthly data allowance, excess usage will be charged at the rate specified in your application and billed in Kb increments. Any unused data allowance cannot be rolled over. Your data allowance does not include services such as Voice calls, Voice Mail, International SMS, premium and Third Party SMS, MMS, Optus Zoo subscription content and Third Party content and applications, International MMS, 1300, 1900. If you are able to access such services, your use of such services will be charged at prevailing rates. Data usage will be counted in kilobytes, where 1024kb = 1MB and includes both uploads and downloads. 5. For Blackberry customers: Blackberry BIS product includes unlimited "Blackberry Email" and "Blackberry Browsing" services. Blackberry browsing does not include internet or WAP services. 6. We reserve the right to automatically cancel activated service numbers which have been zero-tolling in excess of 3 months consecutively. If we terminate your service number for zero-tolling, your rights to obtain a credit or rebate for any amount paid in advance are set out in the Standard Form of Agreement 7. For Optus Customers: Mobile Fair Use Policy applies. Yes' time applies between 8pm - Midnight Mon-Sun 7 days (Free 20 minute calls Optus mobile to Optus mobile only) Off peak mobile rates apply after 20 minute period for selected plans only. 8. Data Pack Bolt Ons: These Data Pack bolt on plans can not be used in conjunction with any mobile rate plans that have included data allowances. This includes Blackberry plans or Rate Plans with data allowance inclusion. Data Pack provisioning on these plans will replace the included data allowance with full charges applied 9. Optus Coverage: You will require a dual band 2100/900MHz compatible device to access the Optus dual band network. Please note that not all products and services are available in all locations of the coverage area. 10. Telstra services use the Telstra GSM network. You will require a 900mhz or 1800mhz mobile phone to use the Telstra GSM network.

4.4 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. You 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. Any minimum term will commence when your application is accepted by us.

New ☐ Port ☐ Mobile Number _____ SIM Number _____ Account Number or DOB if Pre-Paid _____
 Optus 3G ☐ Telstra GSM ☐ 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 _____
 Optus 3G ☐ Telstra GSM ☐ 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 _____
 Optus 3G ☐ Telstra GSM ☐ 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 _____
 Optus 3G ☐ Telstra GSM ☐ 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 _____
 Optus 3G ☐ Telstra GSM ☐ 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 _____
 Optus 3G ☐ Telstra GSM ☐ 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 _____
 Optus 3G ☐ Telstra GSM ☐ 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 _____
 Optus 3G ☐ Telstra GSM ☐ 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

You 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. You have read & understood the Standard Form of Agreement which is available on our website.

5.1 ADSL & SHDSL Broadband

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 unless otherwise stated in the Special Terms and Conditions below.

New ☐ Transfer ☐ New Connection/Transfer Fee _____ Telephone Number for ADSL/SHDSL Service _____
 Site Address: Unit _____ Level _____ Street _____ Suburb _____ State _____ Postcode _____
 ADSL1 ☐ ADSL2+ ☐ SHDSL ☐ | Standard Grade ☐ Business Grade ☐ | Shape Speed ☐ Charge Excess Data ☐ Monthly Fee _____
 Inc Data _____ Excess Data _____ SHDSL Only: Contention Ratio _____ Line Speed _____
 Modem/Router Required: Yes ☐ No ☐ Make/Model: _____ Price _____

Special Terms & Conditions

Min Term _____ Early Termination Charges _____

5.2 ADSL & SHDSL Broadband Terms & Conditions

Modems: DSL broadband requires a modem which can be purchased as part of your connection and is yours to keep. If you have an existing modem you are responsible for re-configuring the modem to enable your DSL service to operate. We cannot guarantee that your existing modem will be compatible with our DSL service. Data usage: Both upload and download data is measured but only download data is chargeable (where applicable) or counts towards your Acceptable Usage Policy (AUP) limit. Acceptable Usage Policy: We reserve the right to take any action required to prevent use of this service for illegal purposes including piracy & copyright infringement. Supply of Broadband Service and Charges: Once we have received acknowledgement of your line being DSL compatible, you will be charged the full set-up fee if applicable. If we cannot supply the service you will not be charged. Upon confirmation of your line being DSL enabled, your service will be activated and monthly billing will commence. Future changes in speed, to your telephone line or to your address may incur additional charges. ADSL availability & speeds. 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. 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. 20Mbps plans not available to all members or in all areas. Speeds based on Telstra tests. Actual speeds may be less due to a number of factors including network configuration, line quality & length, exchange type, member premises interference, traffic and hardware and software. About 70% of members on the 8Mbps can access speeds around 6Mbps or more. About 50% of members on the 20Mbps plan can access speeds around 10Mbps or more. Some existing members may need to purchase a new modem to achieve speeds in excess of 8Mbps. Speeds are theoretical network maximum speeds. Actual speeds may be less due to a number of factors including network configuration, inequality & length, exchange type, member premises interference, traffic and hardware and software. Once you have reached your usage allowance on capped plans the speed of your service will slow to 64kbps. Usage means monthly download data transfer on ADSL. Usage on SHDSL means both upload & download. Business Broadband Only – Static IP address guaranteed provided with service as well as included free dial up back up service. Business Broadband Only – Network Uptime 99.3%.

5.3 3G Mobile Broadband

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 _____

5.4 3G Mobile Broadband Terms & 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. 15 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 Macintosh OS support. 8. When overseas, International Data Roaming usage charges apply as extra (for charges refer to 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.

5.5 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. You have read & understood the Standard Form of Agreement which is available on our website.

6.1 Data

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.

6.2 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 _____

6.3 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 _____ Destination _____ Record Type _____ Destination _____

6.4 Web & Mail Hosting

Domain Name _____ Registry Key _____ Monthly Fee _____

Please list the email accounts you need setting up on your domain (only available if you have your domain hosted with us).

Email Address _____ @ _____ Password _____
 Email Address _____ @ _____ Password _____
 Email Address _____ @ _____ Password _____
 Email Address _____ @ _____ Password _____

6.5 VoIP

Plan _____ Indial _____ Prefix _____ Voicemail _____ PIN _____ Email for Voicemail _____ Monthly Fee _____
 Plan _____ Indial _____ Prefix _____ Voicemail _____ PIN _____ Email for Voicemail _____ Monthly Fee _____
 Plan _____ Indial _____ Prefix _____ Voicemail _____ PIN _____ Email for Voicemail _____ Monthly Fee _____
 IP Handsets: Qty _____ Make/Model _____ Outright Price _____ Total Price _____

6.6 Hosted Voice

Number of Simultaneous Calls Required (In & Outbound) _____ Number of Extensions/Users _____ Indial Range: Yes ☐ No ☐ Monthly Fee _____

Please port the following numbers:

Service Number _____ Name/Department _____ Service Number _____ Name/Department _____
 Service Number _____ Name/Department _____ Service Number _____ Name/Department _____
 Service Number _____ Name/Department _____ Service Number _____ Name/Department _____
 Current Carrier _____ Your Account Number _____ Wholesale Account Number _____

Number & Type of Handsets Required _____

Features Required: Auto-Attendant: Yes ☐ No ☐ | Voicemail: Yes ☐ No ☐ | Mobile Call Twinning: Yes ☐ No ☐

Type of Broadband Service you currently have: ADSL1 ☐ ADSL2 ☐ SHDSL ☐ Fibre ☐

Please perform a Broadband Speed Test at www.speedtest.net so we can determine your line capability: Download Speed _____ Upload Speed _____

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 to 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.

6.7 Authorisation and Emergency Call Service Acknowledgement

Due to limitations on the current interface between VoIP and Hosted Voice services and the Emergency Call System 000 number, making calls to the emergency 000 number is NOT available from your VoIP or Hosted Voice service. Please ensure you have access to the emergency 000 number via an alternative mobile or fixed landline service in the event of an emergency.

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. You have read & understood the Standard Form of Agreement which is available on our website.