

service application form

Service Application for M28 Telecom ACN 105 514 350 ('The Company'),
PO Box 361, Balmain NSW 2041. Tel. 1300 766 128, Fax. 1300 766 153.



a customer

b phones

c mobiles

d internet

1 customer information

Business Customers

Legal Entity (as per ACN/ARBN)

ACN/ARBN

ABN

Trading As (if applicable)

Years Trading

Contact Name

Position

Residential Customers

Customer Name

Date of Birth

Drivers Licence/Passport Number

Both Business and Residential Customers to Complete

Unit (or Level) Street Number & Name

Suburb

State

Postcode

Billing Address (if different to above)

Unit (or Level) Street Number & Name

Suburb

State

Postcode

Telephone

Facsimile

Mobile

Email

2 billing options

Tick one or more options

Post Bill

Email Bill

Itemised Bill

Direct Debit (Please complete separate Direct Debit form)

3 declaration

I (the Customer) apply to 'The Company' for the supply of Telephone Services for the service numbers listed in section 2 of Part B and or for the supply of Mobile services listed in section 1 of Part C (and if set out in section 1 of Part C of this application) Mobile Equipment and or for the supply of Internet services as specified in Part D and acknowledge that:

- Telephone Services and or Mobile Services and or Internet Services are provisioned subject to the Standard Customer Agreement and or Summary Customer Agreement which is a standard form of agreement for the purpose of Part 23 of the Telecommunications Act 1997 (Cth) as filed with the Australian Communications Authority from time to time.
- By signing this Application I agree that I have been given the opportunity to read, or I have read, and agreed to abide by the terms and conditions set out in the Standard Customer Agreement and or Summary Standard Customer Agreement;
- This Application is deemed accepted by 'The Company' at the time my Telephone Services or Internet Services are activated or for Mobile Services at the earlier of the time my mobile Services are activated or my SIM is delivered;
- 'The Company' will bill me for calls made by my telephone lines and or mobile service numbers and or any internet charges in accordance with the pricing that has been provided at the time of applying for the service and as amended from time to time;
- For Telephone Services, if I agree to a minimum term contract, under section 1 of Part B of this agreement, then early termination charges will apply if I terminate during that minimum term. Early termination charges will be as specified in section 1 of Part B of this agreement
- For Mobile Services, if I agree to a minimum term contract, under section 1 of Part C of this agreement, then early termination charges will apply if I terminate during that minimum term. Unless otherwise stated, the early termination charge is calculated by totaling the minimum monthly spend plus any additional monthly handset costs and multiplying this total figure by the remaining months left of the minimum term.
- For Internet Services, if I agree to a minimum term contract, as specified on Part D of this agreement, then early termination charges will apply if I terminate during that minimum term. Early termination charges will be as specified in Part D of this agreement
- By executing this application the signatory warrants that the signatory is duly authorized to execute this application on behalf of the customer set out in Section 1 of Part A.

Important notice - If you are residential customer, a sole trader or partnership in NSW or a customer in the Northern Territory you are entitled to rescind (i.e. 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-calender day cooling off period for Northern Territory (that begins on the day we accept this Application), by sending a cancellation notice.

4 privacy and spam

If you are a natural person we will collect personal information about you, including but not limited to your electronic contact details such as email. If you are a business we will collect information about your business including but not limited to your electronic contact details such as email. 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, as denied under the SPAM ACT 2003, please tick this box.

5 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 (Section 18(E)(1) Privacy Act 1988) allows us to give a credit reporting agency certain personal information about you, The information we disclose to a credit reporting agency includes permitted information which will allow you to be identified, the fact that you have applied for credit and the amount, the fact 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 committed a serious credit infringement (that is, acted fraudulently or shown as intention not to comply with your credit obligations) and cheques drawn by you for \$100 or more which have been dishonored more than once;
- Agree to our obtaining from a credit reporting agency a credit report containing information about your personal credit worthiness for all purposes of assessing your application and assisting in collecting overdue payments and to our obtaining information about your commercial activities or commercial credit worthiness (Section 18L(4) Privacy Act 1988) 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 (Section 18N Privacy Act 1988) 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 standing, credit history or credit capacity which the Privacy Act allows credit providers to give to or receive from each other.

your autograph please

Authorised Representative Signature

Authorised Representative Name

Position (Business Accounts Only)

Date

office use only

Dealer Name

Dealer Code

Non-Standard Rate Details

Additional Comments

1 telephone service details

Legal Entity or Customer Name

 Long Distance Service Only
 Full Service

ISDN Services

ISDN Number Range

 *Minimum Term Agreement of Months

 Yes No

*By ticking the box above I (the customer) agree to enter into a minimum term agreement for the period in months indicated

SRP Special Terms

Early Termination Charge or Calculation

2 service information

Please complete a separate list of service numbers including a signature at the bottom of each page if further space required.

Service Number	Department (optional)	Service Number	Department (optional)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Inbound Service Number	Answer Point	Department (optional)	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

3 transfer authority

Telephone company (from): Telephone company (to): 'The Company'

I, the authorised signatory, have responsibility for dealing with telecommunications matters and am authorised to sign this transfer authority and make the changes to the services listed in section 2 above and agree that:

- The telephone service number(s) under the accounts identified in section 2 above are to be transferred to 'The Company'.
- I acknowledge that the service numbers provided in section 2 above are correct and correspond to the service numbers I require to be transferred to 'The Company'.
- A porting charge may apply for each 13, 1300 or 1800 service number.
- There may be consequences from the transfer arising from my existing telephone contract and it is my responsibility to check the terms and conditions of any existing contracts relevant to the services being transferred.
- 'The Company' may choose my carrier.
- I acknowledge that I may surrender all incentives and benefits with my current telephone company (eg. Discount plans, charity concessions).
- 'The Company' can ask my current telephone company to release me.
- I authorise 'The Company' to sign on my behalf and in my name forms of authority to my current Supplier to transfer my services into my name.
- The telephone service number(s) will remain active with my current telephone company until the transfer is effective.
- I will be solely responsible to 'The Company' for all charges incurred by me on the service numbers I have provided to 'The Company' for transfer to them, after the date the transfer is effective.
- I understand I will still be responsible to my current telephone company for any charges which are incurred and/or billed up to the date the transfer is effective.
- I will contact my current telephone company in relation to providing service and any faults until the transfer is effective.

your autograph please

Authorised Representative Signature

Authorised Representative Name

Position (Business Accounts Only)

Date

1 mobile service details

Legal Entity or Customer Name

Please complete A and B for each mobile number to be added. If further space is required please complete a separate list including a signature at the bottom of each page.

	SIM only	SIM & Handset	Handset only	Port	New	Mobile Number	Contract Term in Months	Monthly Access	Included Calls	SRP Name (if applicable)
1A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
5A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
6A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
7A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
8A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

SIM Number	Not applicable for SIM only customers			
	Handset Make/Model	IMEI/ESN Number (CDMA only)	Outright Price	Monthly Installments*
1B	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/> <input type="checkbox"/>
2B	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/> <input type="checkbox"/>
3B	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/> <input type="checkbox"/>
4B	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/> <input type="checkbox"/>
5B	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/> <input type="checkbox"/>
6B	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/> <input type="checkbox"/>
7B	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/> <input type="checkbox"/>
8B	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/> <input type="checkbox"/>

SRP Special Terms

*If handset cost not included in monthly access

Delivery Contact Details (Please specify if different from section 1 of Part A)

Unit	(or Level)	Street Number & Name	Suburb	State	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

By executing this Application the signatory warrants that the signatory is duly authorised to execute this Application on behalf of the Customer set out in section 1 of Part A

your autograph please

Authorised Representative Signature

Authorised Representative Name

Position (Business Accounts Only)

Date

2 mobile number portability (mnp) customer authorisation

To be completed only if porting an existing mobile number.

Legal Entity or Customer Name

I acknowledge and agree to the following information to be used by my existing mobile service provider to authorise the port of the following mobile service numbers to 'The Company'.

	Mobile Service Number	Current Mobile Service Provider	Current Mobile Account Number (Postpaid) or DOB (Prepaid)	Preferred Port date*
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

*Porting hours are 8.30am to 4pm Mon-Thurs and 8.30am to 3pm on Fri (AEDST/AEST), except national public holidays. Porting must take place within 30 days of the authorisation date on this form.

I authorise:

- The above mobile service numbers to be ported to 'The Company' the mobile service numbers listed above, the identity of my new service provider ('The Company') 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 my mobile service number after porting activity has taken place.
- A nominated representative of 'The Company' (acting in good faith) to complete and sign a new MNP Customer Authorisation for the purposes of carrying out the port to 'The Company' in circumstances where this MNP Authorisation expires, additional details are to be added, editing or deleting details are required.
- A nominated representative of 'The Company' (acting in good faith) to complete any blank spaces, missing or incomplete information on this MNP Customer Authorisation on my behalf.

I acknowledge and agree that:

- I am authorised to request the porting of the mobile service numbers listed on this form
- I 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 I 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 my existing mobile service and with porting my mobile service numbers;
- I may or may not have an existing contract with my existing mobile service provider; and
- My current contract may or may not include an obligation to make an early termination payment to my existing service provider.

your autograph please

Authorised Representative Signature

Authorised Representative Name

Position (Business Accounts Only)

Date

Please note: you must NOT deactivate your existing service when porting – only "active" phone numbers can be ported. 'The Company' will not provide your new mobile service until the port has been successfully completed.

1 broadband (dsl)

Legal Entity or Customer Name

 New Service Transferring Existing Service

Existing Provider Name

Telephone number you would like to connect the Internet service to (including area code)

Please do not apply for a broadband service using a telephone number that already has an existing broadband service attached to it unless you want to transfer ('fast churn') the existing service. Fast churn activation is not available from all providers.

Street address of this telephone number exactly as it appears on your telephone bill (only required if different from that specified in Section 1 of Part A).

Unit (or Level) Street Number & Name

Suburb

State

Postcode

Please choose your plan and modem (broadband requires a modem which can be purchased with your connection and is yours to keep).

DSL Grade		Speed	Included data*	Monthly Access	Set-up or Fast Churn Fee***	NB5 Modem	NB5+4 Modem	NB5+4W Modem	Modem Fee
Res	Biz								
<input type="checkbox"/>		256/64	Unlimited**	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="checkbox"/>	512/128	Unlimited**	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="checkbox"/>	512/512	Unlimited**	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="checkbox"/>	1500/256	Unlimited**	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

*Data is measured in both directions but only the greater of upload or download is chargeable. **Fair use policy applies. Speed throttled to 64/64 after 15GB on 256/64, 25GB on 512/128, and 35GB on 512/512 and 1500/256. ***Set-up and fast churn fees do not include cost of the modem. Changes in speed, to your telephone line or to your address will incur additional charges. All broadband plans must remain connected for 12 months from the date of connection or an early termination will apply.

Supply of Broadband Service and Charges

Once 'The Company' has 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. After your DSL service has been supplied, a member of our customer service team will contact you to confirm your username and password.

2 wireless broadband (iBurst)

Modem Type: Laptop Desktop

If transferring existing modem please provide UTID

Light User Plans

Speed Download Monthly Access

256/115 200MB 512/230 200MB 1024/345 200MB

Medium User Plans

Speed Download Monthly Access

256/115 500MB 512/230 500MB 1024/345 500MB

Heavy User Plans

Speed Download Monthly Access

1024/345 1GB 1024/345 2GB 1024/345 10GB

3 dial up

Speed Download Monthly Access

56 Unlimited

4 email addresses

You may have up to 5 email addresses on your service. Please specify the email address/es you would like to apply for.

<input type="text"/>	@	<input type="text"/>
<input type="text"/>	@	<input type="text"/>
<input type="text"/>	@	<input type="text"/>
<input type="text"/>	@	<input type="text"/>
<input type="text"/>	@	<input type="text"/>

5 hosting

<input type="checkbox"/> Web Hosting	Monthly Access	<input type="text"/>
Existing Domain Name	Current Registrar	<input type="text"/>
Registry Key	Features:	<input type="checkbox"/> MySQL <input type="checkbox"/> CGI <input type="checkbox"/> PHP <input type="checkbox"/> SSL
<input type="checkbox"/> Domain Registration (to be completed only if you are applying for a new domain name)		
Required domain name*	Registration Fee	<input type="text"/>

*All domain names are registered for 2 years.

your autograph please

Authorised Representative Signature		
<input type="text"/>		
Authorised Representative Name	Position (Business Accounts Only)	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>