



Dealer code: _____	Sales person: _____	Account number: _____
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TelcoHut, 150 Gladstone Street, South Melbourne, VIC 3205 Phone: 1300 478 007 sales@telcohut.com.au

Title: _____ First name: _____ Last name: _____ D.O.B. dd/mm/yy: ___/___/___

Password: _____ Drivers licence #: _____ Email address: _____

Business name: _____

Trading as: _____ ABN/ACN: _____

Work address: _____

Suburb: _____ State: _____ Postcode: _____ Period there: _____ yrs _____ mths

Home address: _____

Suburb: _____ State: _____ Postcode: _____ Period there: _____ yrs _____ mths

Postal Address: Same as home Same as work Other (specify): _____

Home phone #: ___/___/___ Work phone #: ___/___/___ Mobile #: ___/___/___

Send bill by: Email (free) Post (monthly fee of \$2.50 Ex GST applies)

NBN Site Contact Information (Important: Please ensure all correct information is provided, failure to do so will delay your order)

Installation Address: Same as home Same as work Other (specify): _____

Suburb: _____ State: _____ Postcode: _____

Site contact name: _____ Site contact number: _____

NBN Plan Options (All NBN plans have a 24 month contract period)

Choose NBN data speed: 12Mbps/1Mbps 25Mbps/5Mbps 50Mbps/20Mbps 100Mbps/40Mbps Other: _____

Monthly data allowance: _____ GB Total monthly plan fee: \$ _____ x 24 months = \$ _____ (Total min commitment)

NBN Voice plan (All NBN voice plans have a 24 month contract period; all channels must be on the same NBN Voice plan)

Choose NBN voice plan: Mild Hot Cool Chill Other: _____

No of channels: _____ @ \$ _____ per month. Porting required? Yes, porting required No porting required

Service Number/s to be ported: ___/___/___ (Enter additional numbers in the space provided below)

Current landline provider: _____ Current account number: _____

Total monthly voice fee: \$ _____ x 24 months = \$ _____ (Total min commitment)

Hardware Charges

NBN ready 4 port Wireless N router \$ _____ IP phone Model _____ Price \$ _____ Quantity: _____

Analogue Telephone Adapter (ATA) \$ _____ Additional items? Description: _____ \$ _____

Standard installation \$ FREE on 24 month contract (charges apply to non-standard installations) Total hardware charges \$ _____

Payment method Charge to Credit Card Debit from bank account

Charge to credit card: VISA MASTERCARD AMEX Cardholder name: _____

Card number: _____ Expiry date: ___/___/___ CVN: _____ Signature: _____

Debit from bank account: Account name: _____ Name of bank: _____

BSB: ___/___/___ Account number: _____ Signature: _____

Waiver of Customer Service Guarantee (CSG). This waiver applies to your NBN voice service and means that you will not be allowed to claim compensation if we fail to meet set standards for connection times and fault resolution. We ask that you agree to this because TelcoHut cannot guarantee the restoration time of your NBN voice service if a fault occurs with your NBN connection or your underlying physical connection that supports your Internet service. Please be assured that we will always do our best to have your service restored or provisioned as quickly as possible and this does not affect your right to contact us about a fault with your service.

You have no obligation to consent to the CSG waiver; however, if you do not consent we have the right to decline your TelcoHut NBN voice application. By agreeing to this waiver you will not be entitled to any CSG rights, specifically the provision of written information about the CSG, guaranteed maximum connection periods, guaranteed maximum rectification periods and maximum time frames for appointments. You will not be entitled to compensation for failure to meet such performance standards. This waiver will take effect when you agree to it by signing below.

By signing below I agree to waive in whole my CSG protections and rights in relation to the TelcoHut NBN voice phone service. I understand the consequences of this waiver which are summarised above.

Customer agreement Important: You have the right to a 10 day cooling off period from the date that this application form is signed. Details about your additional rights to cancel this agreement can be found in our standard form of agreement on our website (www.telcohut.com.au) and in your welcome pack. I hereby agree that the information above is true and correct to the best of my knowledge.

Signature: _____ Date: _____

Additional information

Customer agreement to connect and/or transfer NBN Internet and voice services

NBN VOICE AND DATA TERMS

NBN Internet is not available in all areas or to all customers. If you activate a NBN service at your premises, you may not be able to move back to a copper service. Monthly Access Fees and Included Data are subject to a pro rata calculation in your first month of activation. Any unused data expires at the end of each billing period. Speed will be limited to 256kbps in the relevant period where the included data allowance has been exceeded for the balance of a billing cycle. Data allowances include uploads and downloads. A VOIP compatible handset or ATA device is required to use NBN Voice Plans. NBN services are provided to the first telephone point in your premises. Standard installations are done without charge to you; non-standard installations may require you to pay charges. Direct debit and pre-payment of hardware required for all NBN plans.

NBN VOICE PORTING TERMS

You acknowledge that by porting any telephone numbers:

- your telephone service with your current service provider is disconnected and may result in the finalisation of your account for that service;
- any ADSL/spectrum sharing service associated with that telephone number is disconnected and may result in the finalisation of your account for that service;
- there may be costs associated with the port which may include early termination fees and porting fees. You are responsible for any and all such charges imposed by your current service provider;
- if you are changing address on the same day that this porting request is to be actioned then no reversal or emergency return (as applicable) of the ported telephone number is possible;
- You are aware and understand that a NBN voice service has limitations and is not designed to replace a Traditional Landline Telephone Service. Details of the limitations of NBN voice services are contained in the TelcoHut VOIP Service Description. Particularly, calls to 190 premium rate services and the priority assistance service feature are not available on the TelcoHut VOIP service. Priority assist is for people who may be reliant on a telephone service because of a serious medical condition – we do not recommend TelcoHut VOIP in these circumstances;
- You authorise the telephone number listed in the porting section of this form to be Ported to TelcoHut. This Customer Authorisation is effective from date of signature and is valid for 90 days;
- You must not deactivate your existing service when porting a telephone number because a telephone number can only be ported while active;
- Withdrawal of your authority to port the listed telephone number can only occur before the Electronic Cutover Advice is sent to your current Service Provider. This will be on or after the cutover date (TelcoHut will advise you of this date);
- TelcoHut offers no guarantee that it can port your telephone number from your current Service Provider. Your current Service Provider may reject a request if there is a mismatch between the information provided by you on this form and the data they have stored. If this is the case you authorise TelcoHut to either correct the information and resubmit your request to port, or dispute the rejection. A number port request may also be rejected for the reasons stated in the LNP Industry Code;
- TelcoHut does not guarantee you can retain your telephone number if you move to a different geographical location;
- TelcoHut does not warrant that the telephone number will be ported within any specified time frame;
- In the event of a port, withdrawal or reversal, TelcoHut is not responsible for any period of outage.

GENERAL TERMS

By signing this form you agree your application for service(s) is subject to our Standard Form of Agreement and Acceptable Use Policy which can be found in full on our website at www.telcohut.com.au. You acknowledge that you have read and understood the information about TelcoHut's handling of information about you (personal information); this can be found at www.telcohut.com.au. You also give TelcoHut your consent to obtain and use credit information about you, including information about your consumer credit history (eg. household and personal financing) and if applicable, your commercial credit history (eg. as a sole trader). A valid ABN is required for credit checking purposes. You declare that the information you have given on this form is true and correct to the best of your knowledge. Any costs associated with the recovery of any bad debt relating to this account will be passed on to the account holder. A recovery fee of 13.5% will be added to any outstanding balance and unbilled charges will apply. Other court and legal costs may apply. TelcoHut is not responsible for any errors or omissions published in this application form, pricing and plan features correct as of September 2014. All plans are subject to a 24 month agreement with a minimum monthly contract term; if the agreement is cancelled by you or terminated by TelcoHut, you are aware that you must pay a \$199 (ex GST) early termination fee per service that you have with TelcoHut. You will be required to pay for all billed and unbilled calls accumulated on your account and the full price of any hardware.

I, the customer, hereby apply for the supply of telecommunications services from UtilityDeals Pty Ltd (ABN 67 162 870 886), as set out in this application & its attachments ('Services'), according to the terms and conditions of TelcoHut's Full Standard Form of Agreement, a copy of which can be found at www.telcohut.com.au which I agree to be bound by. I certify that I have the authority to make this change and hereby apply to TelcoHut to supply all my telephone lines and acknowledge that:

- I am authorised to sign this form and agree for the telephone service number(s) or account(s) to be transferred to TelcoHut.
- TelcoHut will bill me for calls made from my telephone lines in accordance with TelcoHut's current prices.
- TelcoHut can ask my current telephone company to release my number/s;
- TelcoHut may select and choose the carrier in order to supply the service;
- I understand I will still be responsible to my current telephone company for any charges which are incurred and billed up to the date the transfer is effective and that the telephone service number(s) will remain active with my current telephone company until the transfer is effective;
- I acknowledge that the service numbers provided are correct and correspond to the service numbers I require to be transferred to TelcoHut;
- The service will be provided subject to the provisions of TelcoHut's terms and conditions;
- I acknowledge that I may surrender all incentives and benefits with my current telephone company (e.g. discount plans, charity concessions);
- TelcoHut, credit providers and the Carrier(s) may exchange call charging and company account information;
- I will be solely responsible to TelcoHut for all charges incurred by me on the service numbers I have provided to TelcoHut for transfer to them, after the date the transfer is effective;
- I will contact my current telephone company in relation to providing services and any faults until the transfer is effective.

I have read, understood and accept the above conditions and the terms of the TelcoHut Standard Form of Agreement found at www.telcohut.com.au for all services listed on this application and its attachments.*

Signature: _____

Date: _____

Your name : _____

Position: _____

Company name : _____

ACN/ABN: _____

*NOTE: CHARGES FOR EARLY TERMINATION OF CONTRACTS APPLY. SEE TELCOHUT'S STANDARD FORM OF AGREEMENT FOR DETAILS