

Service Application Form

Service Application for TelcoTalk Communications ATF Walaru Telco Trust (T/A TelcoTalk Communications),
 ABN 41 480 509 430, ACN 117 615 451 ('The Company'), PO box 713, Coogee, NSW 2034
 Tel 0409 849 310, Fax 1300 720 561, Email support@telcotalk.com.au, Web www.telcotalk.com.au.

Customer	Direct Debit	Landlines	Mobiles	Internet	Data
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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 Telcoinbox 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 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 _____

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 _____

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