



...a little bit of paperwork

Service Application for Telcotalk Communications, ABN 41 480 509 430, LEVEL 21/201 Miller St, North Sydney, NSW 2060.
 Call 1300 720 591 | Fax 1300 720 561 | Email info@telcotalk.com.au | Go to www.telcotalk.com.au

1 Customer		2 Phones		3 Mobiles		4 Internet		5 Payment	
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Business Customers									
Legal Entity					Trading As				
ACN/ARBN				ABN			Years Trading		
Contact Title	Mr	Name						Position	
Address 1					Address 2				
City/Suburb					State		NSW	Postcode	
Billing Address (if different from above)									
Address 1					Address 2				
City/Suburb					State		NSW	Postcode	
Telephone					Mobile			Fax	
Email					Desired Online Password				

Home Customers									
Title	Mr	Name							
Drivers License / Passport No					Date of Birth				
Address 1					Address 2				
City/Suburb					State		NSW	Postcode	
Telephone					Mobile			Fax	
Email					Desired Online Password				

Billing Options									
<input type="checkbox"/> Post Bill		<input type="checkbox"/> Email Bill		<input type="checkbox"/> Itemise Bill		<input type="checkbox"/> Auto Pay (please section 5)			

Declaration									
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I (the Customer) apply to Telcotalk Communications for the supply of Telephone Services for the service numbers listed in section 2 and or for the supply of Mobile services for the service numbers listed in section 3 and for the supply of internet services as specified in section 4 and for the supply of any equipment related to the provision of any of these services as specified in this Application. I 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 Act1997 (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 Telcotalk Communications 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 card is delivered; For Telephone Services, if I agree to a minimum term contract, under section 2 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 2 of this agreement. For Mobile Services, if I agree to a minimum term contract, under section 3 of this agreement, then early termination charges will apply if I terminate during that minimum term. Unless otherwise stated in section 3, 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 in section 4 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 4 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.

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.

Privacy & Spam									
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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 service numbers. 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 check this box

Credit Checks									
Name of Current Employer					Length of Time with Current Employer				
Work Contact Number					Previous address details (if at current address for less than 2 years):				
Address 1					Address 2				
City/Suburb					State		NSW	Postcode	

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			
Authorised Representative Signature		Authorised Representative Name	
Position (Business Customers)		Date	

Office Use Only	
Account Number:	
Dealer/Referring Name	Dealer Code/Referring Account Number
Additional Comments:	

Broadband (DSL)

<input type="checkbox"/> New Service	Set-Up Fee	\$						
<input type="checkbox"/> Transfer Existing Service	Transfer Fee	\$	Existing Provider Name					
Telephone Number for DSL service (inc area code)			Address to Connect Service to if different from Section 1					
Address 1			Address 2					
City/Suburb		State	NSW	Postcode				
Term	months	Early Termination Fee or Calculation						
Speed (kbps)	Lite	Monthly Fee	Included Data*	Excess Data Per MB	Max Monthly Charge	Unleashed	Monthly Fee	
256/64	<input type="checkbox"/>	\$	MB	c	\$	<input type="checkbox"/> (15GB)	\$	
512/128	<input type="checkbox"/>	\$	MB	c	\$	<input type="checkbox"/> (25GB)	\$	
512/512	<input type="checkbox"/>	\$	MB	c	\$	<input type="checkbox"/> (25GB)	\$	
1500/256	<input type="checkbox"/>	\$	MB	c	\$	<input type="checkbox"/> (35GB)	\$	
8000/384	<input type="checkbox"/>	\$	MB	c	\$	<input type="checkbox"/> (35GB)	\$	
Modem Required		<input type="checkbox"/> Yes <input type="checkbox"/> No	Modem Model			Modem Price		\$
Desired Password								

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: Fair use policy applies. All services are shaped to 64kbps/64kbps at the usage levels indicated above. Telcotalk Communications reserves 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 Telcotalk Communications 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. Future changes in speed, to your telephone line or to your address may incur additional charges.

Special Terms for DSL Broadband

Wireless Broadband

New	BYO	Modem Type	Plan	Included Data	Username	Password	Term	Monthly Fee
<input type="checkbox"/>	<input type="checkbox"/>	USB Modem	1GB Wireless Broadband	1GB			months	\$
<input type="checkbox"/>	<input type="checkbox"/>	USB Modem	2GB Wireless Broadband	2GB			months	\$
<input type="checkbox"/>	<input type="checkbox"/>	USB Modem	6GB Wireless Broadband	6GB			months	\$
Excess Data		c per MB	USB Modem	\$	Desktop Modem	\$	Laptop Modem	\$
Antennas (opt)		<input type="checkbox"/> Laptop/USB	\$	Quantity	<input type="checkbox"/> Desktop	\$	Quantity	

Dialup

Speed (kbps)	Included Data	Username	Password	Monthly Fee
56	Unlimited			\$

Maximum session time of 4 hours applies. Idle timeout after 30 minutes. Data calls charged at the rates indicated by your service provider.

Email Addresses

You may have up to 6 email addresses on your service. Please specify the email address/es you would like

Email Address	@ telcotalk.com.au	Password	Email Address	@ telcotalk.com.au	Password
	@telcotalk.com.au			@ telcotalk.com.au	
	@ telcotalk.com.au			@ telcotalk.com.au	
	@ telcotalk.com.au			@ telcotalk.com.au	

Domain Registration

New Registration Fee \$ Please choose up to 4 in order of preference for us to register for you:

1st Choice **www.** 2nd Choice **www.**

3rd Choice **www.** 4th Choice **www.**

Transfer Domain Name Registry Key Transfer Fee \$

Web & Mail Hosting

SQL Y N Domain Name Registry Key Monthly Fee \$

Please list the email accounts you need us to host for you. If further accounts/aliases required, please provide separately.

Email Address	Password	Email Address	Password

VoIP

Services:

Plan	Indial	Prefix	Voicemail	PIN	Email Address for Voicemail	Monthly Fee
	Yes	02	Yes			\$
	Yes	02	Yes			\$
	Yes	02	Yes			\$
	Yes	02	Yes			\$
	Yes	02	Yes			\$
	Yes	02	Yes			\$
	Yes	02	Yes			\$
	Yes	02	Yes			\$

Hardware:

VoIP Hardware	Make	Model	Fee	Quantity	Total		
IP Handset			\$		\$		
ATA			\$		\$		
Modem			\$		\$		

We recommend a minimum internet connection speed of 512/128 for optimum call quality, and ideally 512/512. Customers using this VoIP service on connections slower than 512/128 may experience issues with call quality.

Your Autograph

Authorised Representative Signature		Authorised Representative Name	
Position (Business Customers)		Date	