

1. Company/Personal details

Business name:		ABN:	
Complete Name:	ID Number	DOB:	

2. Site address and contact details

Unit/No.:	Street:		
Suburb:	State:	Postcode:	
Site Contact Name:	Site Landline No.:		
Contact Mobile No.:	Contact Email:		

3. Choose your PSTN service and features*

Required service activation date: Please note approximate lead time is 5-10 working days		No. of Lines Required:	
Phone number for new PSTN service		Line Type Required	Term
<input type="checkbox"/> Random number chosen		<input type="checkbox"/> Voice <input type="checkbox"/> Fax <input type="checkbox"/> ADSL <input type="checkbox"/> EFTPOS	<input type="checkbox"/> 12 Months (minimum term)
<input type="checkbox"/> Number search required (May add up to 2 business days to lead time)			<input type="checkbox"/> 24 Months
<input type="checkbox"/> Port Number (Please fill in Port Authorisation Form and submit it with this application form)			<input type="checkbox"/> 36 months
<input type="checkbox"/> Phone number (range) requested	-		<input type="checkbox"/> 48 months
			<input type="checkbox"/> 60 months
Optional Features		Termination Point	
<input type="checkbox"/> Calling Number Display Allows the incoming caller's number to be displayed on your LCD handset (unless restricted by the caller).	\$7.00 per month	<input type="checkbox"/> MDF The line(s) will be tested and tagged at the main distribution frame in the building's communications room. You will have to arrange for your own private phone technician to jumper the line(s) to your phone system and/or sockets.	
<input type="checkbox"/> Line Blocking Restricts the presentation of your number on outbound calls.	Free of charge	<input type="checkbox"/> Socket The line(s) will be connected directly to a phone socket within your office. (Note that our wholesale vendors will only do this if there is sufficient cabling/time and termination at this point may be refused. (Additional charges apply)	
<input type="checkbox"/> Silent Number Removes white pages listing and your number will not be accessible via directory enquiries. This feature automatically restricts presentation on outbound calls.	\$7.00 per month		
<input type="checkbox"/> Message Bank Diverts calls on busy and no answer to a message storing service. Note that a new message bank number will be provided if a line hunt is required.	\$7.00 per month		
<input type="checkbox"/> Line Hunt Allows incoming calls to rotate around all available lines within the line hunt group.	\$60.00 set up fee +\$4.50 per month		

Additional Optional Features

	Cost per month: \$.	Set-up fee: \$.
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4. FIXED VOICE PSTN: terms and conditions

1. All prices quoted are exclusive of GST. 2. Privacy Policy applies. 3. If your plan is cancelled before your minimum term has ended, an Early Termination Fee applies, which comprises of your minimum monthly commitment as per your agreement with us multiplied by the months remaining in your contract. 4. When NBN comes to your area we can manage the transfer of your existing service to the NBN network, if you request. 5. You accept the recurring monthly fees as set out on the FairTel rate sheet provided. 6. You appoint FairTel as your agent to act with your full authority in relation to this application. 7. Invoices will be sent electronically via email to your nominated email address.

5. For existing customers only

- Please tick if you authorise the use of the existing payment method on file.
- Please tick if you wish to use a different payment method. You will need to complete the customer application form and submit it along with this application form.

6. Authorisation

I have read and understood FairTel Pty Ltd (ABN 33610647110 Standard Form of Agreement and agree to the FairTel Fixed Voice PSTN Application terms and conditions outlined in this agreement. I understand that all bills are delivered by email delivery and that Direct Debit from either a bank account or credit card is required.

Authorised Signatory (Print name)

Position/Title

Email

□

Signature

Date

7. Payment method

Please tick one box only			
<input type="checkbox"/> Direct Debit from Bank Account - complete Section A only		<input type="checkbox"/> Direct Debit from Credit Card - complete Section B only	
SECTION A - Direct Debit request and authority to debit			
I request and authorise FairTel Pty Ltd 33610647110 to arrange for the amount due on the FairTel invoice(s) to be debited on or after the due date per the invoice, to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below, subject to the Direct Debit Terms and Conditions listed on this New Customer Application form.			
Company:		ABN:	
Account Name:		Financial Institution Name:	
BSB:		Account Number:	
Authorised Signatory (Print name)		Signature: <input type="checkbox"/>	
Position/Title:		Date:	
SECTION B - Credit Card debit authority (VISA, MasterCard and American Express cards accepted)x			
Where payment method is Credit Card or Debit Card, I authorise FairTel Pty Ltd 33610647110 to charge the account nominated. A surcharge of 1.6% will be applied to payments made using VISA and MasterCard, and 3.00% for payments using American Express (AMEX).			
Credit Card No.: / / /		<input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> AMEX Exp. Date: /	
Name on Card		CCV No.:	Cardholder's Signature <input type="checkbox"/>

8. Direct Debit: Terms and Conditions

1. We agree to be bound by this agreement when we receive your Direct Debit details complete with the particulars we need to draw an amount under it. 2. We only draw money out of your account in accordance with the terms of your agreement with the Company. 3. On giving you at least 14 days' notice, we may: Change our procedures in this agreement; Change the terms of your Direct Debit; or Cancel your Direct Debit. 4. When contacting us, you may ask us to cancel your Direct Debit. Please be aware that if direct debit or card charge is required for your service and you ask to cancel or vary the terms of your Direct Debit, this may also involve cancellation of your service with us (and may result in costs and charges). 5. You may dispute any amount we draw under Direct Debit by contacting us, detailing your customer reference details and your bank account or credit card number as applicable. You must provide a detailed explanation of the basis for the dispute to assist in a resolution. 6. We deal with any dispute by the following procedure: 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. While a dispute is being investigated, you may request that we suspend pending payments until a resolution is reached. Please note that we will keep written record of dispute proceedings to assist in dispute resolution. 7. If the day on which you must make any payment to us is not a business day, we will draw on your account under your Direct Debit on the following business day. If your financial institution rejects any of our attempts to draw an amount in accordance with your Direct Debit, 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. 8. We will not disclose to any person any information you give us on your Direct Debit, which is not publicly available, unless you dispute any amount we draw under your Direct Debit and we need to disclose any information relating to your Direct Debit or to you or your financial institution to resolve the dispute. 9. To contact us in accordance with the above, please use the contact details available on our website by clicking on the link "Contact Us".

9. Privacy and 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, which is available at [Insert SP website]

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.

10. 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 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.

11. Authorisation

I have read and understood FairTel's 33610647110 Standard Form of Agreement and agree to the terms and conditions outlined in this agreement. I understand that all bills are delivered by email delivery and that Direct Debit from either a bank account or credit card is required.

Authorised Signatory (Print name)

Position/Title

Email

Signature

Date