

# Mobile Application Form



By signing this application, you are agreeing to acquire services (**Services**) set out below from Mobile Service Solutions Pty Limited (**MSS, we, us, our**) ACN 606 336 832. Once we have accepted your order some aspects of the service will be performed by our agents and you agree to deal with those agents as if they were us. You agree to comply with and be bound by the terms and conditions titled, "Mobile Service Solutions Standard Form of Agreement" as set out at [mobileservicesolutions.com.au](http://mobileservicesolutions.com.au)

## 1. Company Details:

Company name (you): \_\_\_\_\_

ABN: \_\_\_\_\_

Existing Account Number (If applicable): \_\_\_\_\_

Street Address	Suburb	State	Postcode
Postal Address	Suburb	State	Postcode

## 2. Contact Details:

Primary Contact Person:	Email:		
Position/Title:	Mobile:	Phone:	

## 3. Application Declaration:

The Customer ("You") apply to The Company ("we" or "us") for the supply of Telephone Services for the service numbers listed in section 10. You acknowledge that: Mobile Services as listed in this application are subject to our 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 accepted by us 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: Mobile Services and Mobile Broadband Services - Minimum monthly commitment per service x months remaining in contract. By submitting this application, the person submitting this application warrants that they are duly authorised to execute this application on behalf of the Customer. Note: If you are a 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 10 business day cooling off period, for NSW (that ends 10 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.

## 4. Privacy:

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

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## 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 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.

## 6. Payment Method:

Please tick one box only:					
<input type="checkbox"/> Direct Debit from Bank Account (complete Section A)		<input type="checkbox"/> Direct Debit from Credit Card (complete Section B)			
<b>SECTION A – DIRECT DEBIT REQUEST AND AUTHORITY TO DEBIT</b>					
By signing this document, The Customer authorises Telcoinbox Operations Pty Limited (trading as Telecommunications Payment Services), Direct Debit User ID 314572 on behalf of Mobile Service Solutions Pty Limited to debit The Customer's account detailed in the Schedule below on behalf of the Company. Debits may be in any amount and at the time due according to the arrangement between the Customer and the Company concerning charges incurred by the Customer and services provided by The Company. This authority remains in force until you notify the Company that you wish to cancel it.					
Company/Surname:		Given Names/ABN:			
Account Name:		Financial Institution Name:			
BSB:		Account Number:			
Authorised Signatory (Print name):		Signature:			
Position/Title:		Date:			
<b>SECTION B – CREDIT CARD DEBIT AUTHORITY (VISA, MasterCard and American Express cards accepted)</b>					
Where payment method is Credit Card or Debit Card, I authorise Mobile Service Solutions Pty Limited to charge the account nominated.					
Credit Card Number:		Visa	MasterCard	AMEX	Exp Date:
Name on Card:		CCV Number:		Cardholder's Signature	

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## 7. Direct Debit Terms & 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 later 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 titled "Contact Us".

## 8. Mobile Plans:

MONTHLY SERVICE OPTIONS AND INCLUSIONS (MOBILES) Prices include GST							
Plan	Access Cost inc GST	Call Value Included	Mobile Data Included	SMS Included	MMS-pxt	1800 calls	Calls between same account
NANO	<input type="checkbox"/> \$20	\$200*	200 MB**	Unlimited	Included Value	Unlimited	Unlimited
MINI	<input type="checkbox"/> \$35	\$1000*	1.5 GB**	Unlimited	Unlimited	Unlimited	Unlimited
STANDARD	<input type="checkbox"/> \$45	Unlimited	3.0 GB**	Unlimited	Unlimited	Unlimited	Unlimited
SUPER	<input type="checkbox"/> \$55	Unlimited	6.0 GB**	Unlimited	Unlimited	Unlimited	Unlimited
MAX	<input type="checkbox"/> \$65	Unlimited	9.0 GB**	Unlimited	Unlimited	Unlimited	Unlimited

\*Most National Calls \$0.40 flagfall + \$0.99 per min for excess usage. \*\* \$0.03 per MB for usage over Mobile Data Included

## 9. MBB Plans:

MONTHLY SERVICE OPTIONS AND INCLUSIONS (MOBILE BROADBAND) Prices include GST				
Plan	Access Cost inc GST	Mobile Data Included	Excess Usage per MB	Included Data Cost per/MB
SMALL	<input type="checkbox"/> \$30	3 GB	\$0.03 per MB	\$0.01 per MB
MID	<input type="checkbox"/> \$45	6 GB	\$0.03 per MB	\$0.0075 per MB
LARGE	<input type="checkbox"/> \$65	10 GB	\$0.03 per MB	\$0.0065per MB

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## 10. Mobile Services:

SERVICES TO BE ACTIVATED OR PORTED								
New	Service Number	Current Provider	Current Account Number or DOB	User Name	Plan Name	Monthly Charge	Contract Term (in Months)	Minimum Total Charge

## 11. Term:

This Agreement commences upon the later of (i) the date both parties sign this application; or (ii) the date this application is accepted by us, our acceptance is shown by us accepting this application in writing or by us issuing you an invoice for the Services; or, by providing the Services, and continues for the Minimum Term.

## 12. Mobile Porting Authority:

Porting hours: 8am to 8pm Mon-Fri and 10am to 6pm on Sat (AEDST/AEST), except national public holidays. Porting must take place within 30 days of the authorisation date on this form. You authorise: The above mobile service numbers to be ported to us. The mobile service numbers, the identity of your new service provider (us) 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 your mobile service number after porting activity has taken place. Our representative (acting in good faith) may complete and sign a new MNP Customer Authorisation for the purposes of carrying out the port to us, in circumstances where this MNP Authorisation expires, additional details are to be added, editing or deleting details are required. Our representative (acting in good faith) to complete any blank spaces, missing or incomplete information on this MNP Customer Authorisation on your behalf. You acknowledge and agree that: You are authorised to request the porting of the mobile service numbers listed on this form. You 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. Authorisation Date is the date you 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 your existing mobile service and with porting your mobile service numbers. You may or may not have an existing contract with your existing mobile service provider; and your current contract may or may not include an obligation to make an early termination payment to your existing service provider.

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## 13. Signature and Authorisation:

1. All prices are quoted inclusive of GST. 2. Full pricing can be viewed on the Critical Information Summaries for the specific plan. 3. Excluded call types within your monthly allowance are; diversions, directory services, international voice including calls to fixed lines or GSM mobiles that switch/divert or re-route overseas, international diversions, international video and video calling, international roaming, mobile internet usage, Premium Calls, Premium SMS and MMS, and 19xx services. 4. When the included value amount on a plan is reached all calls will be charged at the standard rates. 5. Fair Usage policy applies to all mobile plans in relation to call usage, SMS, MMS, and data. 6. Call charges on all the plans are charged in 60 second increments. 7. Upon exceeding the monthly included data allowance you will be charged excess; data is charged at a rate calculated at \$0.03 per MB or part thereof. 8. Data usage will be metered per kilobytes, whereby 1024KB = 1MB and includes both uploads and downloads. 9. Monthly data allowance value excludes data usage and data used while roaming internationally. If you are able to access such services, you will be charged at prevailing rates. 10. Early termination charges – If you choose a 24 month plan and your mobile service is disconnected for any reason, within the 24 month contract term you will be required to pay early termination charges. 11. The termination charges are calculated as your minimum monthly access fee multiplied by the months remaining in your contract. 12. Standard Form of Agreement – This Mobile Service is supplied in accordance with the terms of the Standard Form of Agreement.

Authorised Signatory (Print Name):	Signature:
Position Title:	Date:

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