

New Customer Application



1. Company/Personal details

Business name:	Existing SP	A/C:	
Street address:	Suburb:	State:	PC:
Billing address:	Suburb:	State:	PC:
Director Name:	ABN:	DOB:	
<input type="checkbox"/> Please tick if the billing address is the same as the street address			

2. Contact details

Primary Contact:	Email:	
Position/Title:	Mobile:	Phone:
Onsite IT Support Contact:	Email:	
Position/Title:	Mobile:	Phone:

3. Email Billing: Yes No

4. Portal user name and password:

Customer Number:	Password:
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5. Payment method

Please tick one box only

Direct Debit from Bank Account - **complete Section A only** 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:
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

6. 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".

7. 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 www.fairtel.com.au

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.

8. 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.

9. 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)

Signature

Position/Title

Date

Email

10. NBN Site address and contact details

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

Choose your monthly service

	NBN PLAN		Professional Installation (\$285.76 Inc. GST)	Shape Speed	Term	Home Network gateway
1	<input type="checkbox"/> 15GB <input type="checkbox"/> 100GB <input type="checkbox"/> 250 GB <input type="checkbox"/> 500GB <input type="checkbox"/> 1TB	<input type="checkbox"/> 25M/5M <input type="checkbox"/> 50M/20M <input type="checkbox"/> 100M/40M	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Shaped	<input type="checkbox"/> 12 Months <input type="checkbox"/> 24 Months <input type="checkbox"/> 36 months <input type="checkbox"/> Month to month Installation Fee: \$	<input type="checkbox"/> Yes <input type="checkbox"/> No Model: Price:
2	<input type="checkbox"/> 15GB <input type="checkbox"/> 100GB <input type="checkbox"/> 250 GB <input type="checkbox"/> 500GB <input type="checkbox"/> 1TB	<input type="checkbox"/> 25M/5M <input type="checkbox"/> 50M/20M <input type="checkbox"/> 100M/40M	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Shaped	<input type="checkbox"/> 12 Months <input type="checkbox"/> 24 Months <input type="checkbox"/> 36 months <input type="checkbox"/> Month to month Installation Fee: \$	<input type="checkbox"/> Yes <input type="checkbox"/> No Model: Price:

Excess Notifications email: Please separate email(s) with a comma	
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NBN Broadband: Terms and Conditions

1. All prices quoted are inclusive of GST. 2. Total minimum commitment is dependent on the plan you choose; full pricing can be viewed on the Product Sheets for the specific plan 3. Dishonoured direct debit payments may incur a charge. 4. Acceptable Usage Policy applies. 5. If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee of \$187 You must provide 30 days' notice to us to disconnect a service. 6. We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination or port on the Home Network Gateway if selected. The cabling that is required in your premises beyond the Network Boundary Point is your cost and responsibility, as is the provision of a suitable 240V AC power outlet. 7. You must obtain the consent of the property owner to have the NBN installation performed. 8. The installation will be performed during business hours, and you will need to be home to provide access for the installation technicians. If you select to take the Home Network Gateway and choose the Professional Installation option, a second appointment will be required. 9. A single static IP address is provided which may be changed due to technical and operational reasons by providing 30 days' notice. 10. Speeds are theoretical maximum speeds. Actual speeds may be less due to a number of factors including but not limited to: network configuration, line quality and length, customer premises interference, traffic, hardware and software. 11. Data Allowance: each month includes both upload and download traffic for that billing period and quota not used in a month is not carried forward to the next month. 12. If you have chosen a shaped plan, once you have reached your usage allowance, the speed of your service will slow to 256kbps. 13. If you have chosen an unshaped plan, excess data used will be charged at \$5.50 per GB in 1 Mb increments (1 Gigabyte = 1024 Megabytes). 14. The New Development Charge (NDC) which is a one-time charge of \$300.00 will apply to all new orders for NBN in new development locations, and applies to the first connection at a premises in a newly developed area (e.g. new housing estate/suburb or sub-division of existing property) with no pre-existing telecommunications infrastructure.

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.

Authorisation

I have read and understood FairTel Pty Ltd's Standard Form of Agreement and agree to the FairTel Pty Ltd's NBN Broadband 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)

Signature

Position/Title

Date