



Website: **www.comcen.com.au**
 Talk to a sales consultant: **1300 300 324**
 Fax your completed form to: **1300 300 374**
 Postal address: **PO Box 169 St Peters NSW 2044 Australia**

Account Application Form

Section 1: New Customers Business Account Details (* All fields are required)

* Customer's Company Name / Legal Name		
* Trading Name (if applicable)		
Type of Business:	* ABN:	
* Business Street Address:		
Suburb:	State:	Postcode:
Postal Address (if different from above):		
Suburb:	State:	Postcode:
*Landline Contact Phone ()	Fax: ()	
* Business Email Address:		
*Full Name of First Proprietor or Director:	*Date of Birth:	
* Drivers Licence Number:	* Email:	* Mobile:
* Residential Address:		
Suburb:	State:	Postcode:
*Full Name of Second Proprietor or Director:	*Date of Birth:	
* Drivers Licence Number:	* Email:	* Mobile:
* Residential Address:		
Suburb:	State:	Postcode:

Section 2a: Do You Want NEW 13 numbers, 1300 numbers or 1800 numbers?

YES (Tick if required). Please tick RANDOM NUMBERS or enter your 1st and 2nd choices of 1300 or 1800 numbers from the available 1300/1800 numbers list shown on our website

- | | | |
|---------------|--|--|
| RANDOM NUMBER | <input type="checkbox"/> YES, Random 1300 no. for Phone. | <input type="checkbox"/> YES, Random 1300 no. for Fax. |
| (QUICK SETUP) | <input type="checkbox"/> YES, Random 1800 no. for Phone. | <input type="checkbox"/> YES, Random 1800 no. for Fax. |

Section 2a: Do You Want NEW 13 numbers, 1300 number or 1800 numbers? (Continued)

OR YOU SELECT		1st Choice	2nd Choice
Up to 5-7 business days for setup	Phone		
Up to 5-7 business days for setup	Fax		

Section 2b: To Transfer a 1300 /1800 number from another carrier to Comcen

YES (Tick if required) - Transfer (port) existing 13/1300/1800 inbound services to Comcen for billing.

Your 13/1300/1800 numbers:

Current Carrier: Current Account number:

What name is the current account in?

Section 2c: How do you want your 13/1300/1800 PHONE numbers Routed/Redirected

1. REQUIRED First Answering Destination Number - Your 1300 PHONE number can be routed / redirected to either your Home number, Office number, Live Answering (LA) number, Mobile number or Voice 2 Email (V2E)

Route to Phone number (please include the area code - and All country codes if international). If Routed directly to Live Answering, write "LA, TBA" ()

Current Carrier: Current Account number:

What name is the current account in?

2. OPTIONAL Second Answering Destination Number

If First Answering Destination number doesn't answer after 15sec or 20sec, If Busy (Please tick)

Route to Phone number (please include the area code - and All country codes if international). If Routed directly to Live Answering, write "LA, TBA" ()

Section 2e: Do you require more complex routing for your numbers?

YES (Tick if required) - If selected, we will contact you to discuss additional requirements. Additional charges apply.

State Based Routing <input type="checkbox"/>	Area Based Routing <input type="checkbox"/>	Exchange Based Routing <input type="checkbox"/>
Time Based Routing <input type="checkbox"/>	Mobile Based Routing <input type="checkbox"/>	Call Splaying <input type="checkbox"/>
Emergency Routing Procedure <input type="checkbox"/>	Customer Call Barring <input type="checkbox"/>	

Section 2f: How do you want you 1300/1800 FAX number Router / Redirected?

REQUIRED Destination Number - Your 1300 FAX number will be routed / redirected to your Home fax number. Office fax number, Fax 2 Email (F2E)

Route to Fax number (please include the area code - and All country codes if international). If Routed directly to Fax2Email, write "F2E, TBA" ()

Section 3: Call Rates

Local Calls

Services		13 / 1300	1800
Free Minutes		First 15 Mins	No Free Mins
Local call Rate	Price per minute. No Flag Fall	\$0.05	\$0.09

National Call

		13 / 1300	1800
National Rate	Price per minute. No Flag Fall	\$0.11	\$0.11

Australian Mobile Calls

Services		13 / 1300	1800
Mobile to Fixed Line Rate	Price per minute. No Flag Fall	\$0.17	\$0.17
Fixed Line to Mobile Rate	Price per minute. No Flag Fall	\$0.46	\$0.46
Mobile to Mobile Rate	Price per minute. No Flag Fall	\$0.46	\$0.46

Service Charges (per number)

Service Charges (per number)		Installation (once off)	Monthly Rental
13	Installation is for initial setup. This is for a 6 digit service starting with "13"	\$1,000.00	\$1,100.00
1300	Installation is for initial setup. This is for a 10 digit service starting with "1300"	\$0.00	\$25.00
1800	Installation is for initial setup. This is for a 10 digit service starting with "1800"	\$0.00	\$25.00

- * All prices include GST.
- * Calls are charged on a per second basis.
- * All plans are subject to a \$50.00 cancellation fee if cancelled within 12 months.

If you require any additional information please contact one of our friendly sales consultants.

Section 4: Customer Authorisation

- * I give up all previous contractual rights with my current telephone service provider (eg discount plans, charity concessions).
- * When porting my telephone service number from my current telephone service provider, the account to which this service is associated with may result in finalisation.
- * Although I have the right to port my Service Number, there may be costs and obligations associated with the Port which may include early termination fees and Porting fees with my current telephone service provider.
- * I will contact my current telephone service provider in relation to providing services and fault assistance until the transfer of my telephone service to Comcen is completed.
- * This Customer Authorisation is valid for 30 days upon completion of this signup for a ULLS Port, however I understand that if needed, I authorise the Authority to be automatically extended by a further 30 days. An authorisation to change of Long Distance Pre-Selection is valid for 30 days, however I understand that if needed, I authorise the Authority to be automatically extended by a further 60 days. A Local Call Churn and Broadband Authority is valid for 30 days.
- * A local call Churn can take up to 40 business days to become effective.

- I am over 18 years of age & have legal rights to the services I am about to provision.
- I have read & agree to the terms and conditions on the Comcen Website located at <http://www.comcen.com.au/terms>
- I have read & agree to the Customer Authorisation above.

Leasee Name (Owner of the phone line)

Date of Birth

 / /

Leasee Signature

Date:

 / /

Section 5: Payment Details and Customer Declaration

Customer Declaration

By submitting this application, I state that I am either the account holder for this phone line, or have consent from the account holder. I understand and authorise Comcen to debit my credit card with set-up fee, monthly plan fee, and any excess data incurred, and any additional purchases on this form (such as extra line filters). I agree and abide by the Comcen Internet Services Terms and Conditions relating to DSL viewable at <http://www.comcen.com.au/terms>

Customer Signature:

Date of Signature:

Date of Birth:

Driver's licence No.

Credit Card Details

- Visa / Mastercard Diners
 American Express

Card Number:

Expiry date (mm/yy):

Cardholder Name:

Cardholder Signature:

Please tick the box and fill in the attached Direct Debit form if you are going to choose the Direct Debit payments. Please be advised that the application will not be processed until we have received the Direct Debit form, either by mail or fax.

Section 6: Comments

If you have any special notes or comments to go with this application please enter them below.



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Direct Debit Request

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Get Paid On The Dot
ABN 67 096 902 813

New Customer Form

Customer Reference: ETA GEN 19699

Surname: (Or Business Name) Given Name:

Mobile Phone:

Email:

Debit Arrangement / Payment Details

And/Or the total amount billed for the specified period for this and any other subsequent agreements or amendments.

I authorise and request the debit user detailed below to debit payments from my nominated account, as specified below, at intervals and amounts as directed by COMCEN INTERNET SERVICES as per the Terms and Conditions of the COMCEN INTERNET SERVICES agreement and subsequent agreements.

Debit from Bank, Building Society or Credit Union Account

Direct Debit is not available on the full range of accounts - if in doubt please refer to your financial institution

Financial Institution: Branch:

BSB Number: — Account Number:
(9 Digits MAX)

Account Holder Name(s):

I / We authorise Ezi Debit Australia Pty Ltd User ID 165969 (on behalf of Comcen Internet Services) to debit my/our account at the Financial Institution identified above through the Bulk Electronic Clearing System (BECS) in accordance to the Payment Details stated above and as per the Service Agreement provided.

This Authorisation is to remain in force in accordance with the Terms and Conditions on this page, the provided Service Agreement, and I/We have read and understand the same.

Signature(s) of Nominated Account Date

D D / M M / Y Y Y Y

Office Use Only: **T3** Received Date: Reference No: Ver 1.0 **COMPLETE USING BLACK INK ONLY**

DDR Service Agreement

I/We hereby authorise Ezi Debit Australia Pty Ltd (ACN:096902813) **Direct Debit User ID number 165969** on behalf of Comcen Internet Services (herein referred to as Ezi Debit) to make periodic debits on behalf of the "Business" as indicated on the front of this Direct Debit Request (DDR) (herein referred to as the Business).

I/We acknowledge that Ezi Debit is acting as a Direct Debit Agent for the Business and that Ezi Debit does not provide any goods or services and has no express or implied liability in regards to the goods and services provided by the Business or the terms and conditions of any agreement with the Business.

I/We acknowledge that the debit amount will be debited from my/our account according to the terms and conditions of the agreement with the Business.

I/We acknowledge that bank account and credit card details have been verified against a recent bank statement to ensure accuracy of the details provided. If uncertain you should contact your financial institution.

I/We acknowledge that it is my/our responsibility to ensure that there are sufficient cleared funds in the nominated account by the due date to enable the direct debit to be honoured on the debit date. Direct debits normally occur overnight; however transactions can take up to three (3) business days depending on your financial institution. I/We acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that if there are insufficient funds available, I/we agree that Ezi Debit will not be held responsible for any fees and charges that may be charged by your financial institution.

I/We acknowledge that there may be a delay in processing if:

- 1) There is a public or bank holiday on the day, or any day after the debit date.
 - 2) A payment request is received by Ezi Debit on a day that is not a banking business day.
 - 3) A payment request is received after normal Ezi Debit cut off times, being 4pm QLD time Monday to Friday.
- Any payments that fail due to any of the above will be processed on the next business day.

I/We authorise the Business to vary the amount of the payments from time to time as provided for within the Business agreement. I/we authorise Ezi Debit to vary the amount of the payments upon instructions from the Business. I/we do not require Ezi Debit to notify me/us of such variations to the debit amount.

I/We acknowledge that the business is to provide 14 days notice if proposing to vary the terms of the debit arrangements.

I/We acknowledge that variations to the debit arrangement will be directed to the Business.

I/We acknowledge that any request to stop or cancel the debit arrangement will be directed to the Business.

I/We acknowledge that any disputed payments will be directed to the Business. If no resolution is forthcoming you are advised to contact your financial institution.

I/We acknowledge that if a debit is returned by my/our financial institution as unpaid, I/we will be responsible for any fees and charges for each unsuccessful debit in addition to any financial institution charges and collection fees, including but not limited to any solicitor fees and collection agent fees appointed by Ezi Debit.

I/We authorise Ezi Debit to attempt to re-process any unsuccessful payments as advised by the Business.

I/We acknowledge that if specified by the Business, a setup, variation, SMS or processing fee may apply as instructed by the Business.

Ezi Debit will keep your information about your nominated account at the financial institution private and confidential unless this information is required to investigate a claim made in it relating to an alleged, incorrect or wrongful debit or otherwise required by law. Further information relating to Ezi Debit's Privacy Policy can be found at www.ezidebit.com.au

I/We authorise:

- 1) The Debit User to verify details of my/our account with my/our financial institution.
- 2) The Financial Institution to release information allowing the debit user to verify my/our account details.



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