

## Application for a Bundle, Home Phone or Home Broadband

<b>Office Use Only</b>	<b>Sales Person:</b>	<b>Promotion Code:</b>
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### SECTION 1: Choose your plan

#### **PHONE AND INTERNET PLANS**

\*To check **network** type for your address visit here: <https://aveoconnect.com.au/services/check-availability/>

Select a Bundle	Network*	Price
<input type="checkbox"/> SMALL BUNDLE	AveoConnect NBN	\$60 per month on a 12 Month Contract, \$99 set up fee \$69 per month on a 12 Month Contract, \$99 set up fee
<input type="checkbox"/> MEDIUM BUNDLE	AveoConnect NBN	\$80 per month on a 12 Month Contract, \$99 set up fee \$89 per month on a 12 Month Contract, \$99 set up fee
<input type="checkbox"/> LARGE BUNDLE	AveoConnect NBN	\$100 per month on a 12 Month Contract, \$99 set up fee \$109 per month on a 12 Month Contract, \$99 set up fee
<input type="checkbox"/> X-LARGE BUNDLE	AveoConnect NBN	\$130 per month on a 12 Month Contract, \$99 set up fee \$139 per month on a 12 Month Contract, \$99 set up fee
<i>Or a Home Phone Service only</i>		
<input type="checkbox"/> HOME PHONE	AveoConnect NBN	\$40 per month on a 12 Month Contract, \$99 set up fee \$49 per month on a 12 Month Contract, \$99 set up fee
<input type="checkbox"/> HOME PHONE UNLIMITED	AveoConnect NBN	\$60 per month on a 12 Month Contract, \$99 set up fee \$69 per month on a 12 Month Contract, \$99 set up fee
<i>Or a Home Broadband Service only</i>		
<input type="checkbox"/> HOME BROADBAND	AveoConnect NBN	\$60 per month on a 12 Month Contract, \$99 set up fee \$69 per month on a 12 Month Contract, \$99 set up fee
<input type="checkbox"/> HOME BROADBAND UNLIMITED	AveoConnect NBN	\$90 per month on a 12 Month Contract, \$99 set up fee \$99 per month on a 12 Month Contract, \$99 set up fee

#### **ADD FOXTEL FROM AVEO CONNECT**

- I am already a FOXTEL from Aveo Connect customer, please apply the discounted monthly fee

*Select One Package*

- FOXTEL Standard from Aveo Connect, \$45 per month on a 12 Month Contract
- FOXTEL Platinum from Aveo Connect, \$89 per month on a 12 Month Contract

*Select One Installation type*

- I require FOXTEL to be installed and activated at my address
- \$199 set up fee for new subscribers to FOXTEL Standard from Aveo Connect
  - \$0 set up fee for new subscribers to FOXTEL Platinum from Aveo Connect
- I already have FOXTEL installed and it is active at this service address (excludes FOXTEL from Telstra)
- \$0 set up fee to transfer existing in situ subscription to FOXTEL from AveoConnect

Please provide your Foptel Account Number: \_\_\_\_\_

#### **ADD MONITORING SERVICE**

- Please refer to the Application Form – Enhanced/Advanced Monitoring

I am an existing AveoConnect customer (includes General Services Charged monitoring services)

- Please provide your Account Number: \_\_\_\_\_

**IF YOU ARE AN EXISTING AVEO CONNECT CUSTOMER, GO TO SECTION 6  
IF YOU ARE NOT AN EXISTING AVEO CONNECT CUSTOMER, COMPLETE ALL SECTIONS BELOW  
PLEASE PRINT & COMPLETE ALL INFORMATION AS CLEARLY AS POSSIBLE**

## SECTION 2: Tell us who is the Primary Account Holder

First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Preferred Name: \_\_\_\_\_

Address for delivery of services – (please circle) Unit / Villa / Apartment number: \_\_\_\_\_

Village Name: \_\_\_\_\_

Please tick your preferred contact number

Mobile Phone Number: \_\_\_\_\_

Home Phone Number: (\_\_\_\_\_) \_\_\_\_\_

Date of Birth: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ eMail address : \_\_\_\_\_

Enquiry PIN (6 digits): \_\_\_\_ \_

When you contact us we'll ask you to confirm your enquiry PIN to authorise access to your account. This keeps your personal details secure.

### Member and Support Portal Websites

Please nominate your preferred password with at least 6 characters containing both letters and numbers.

Portal password: \_\_\_\_\_

*AveoConnect provides both a Member Portal to manage your account plus a Support Portal with an extensive Knowledge Base. Your email above will be used as your log-in username.*

## SECTION 3: Tell us who is the Billing Contact

Same as Primary Account Holder  I nominate the person below

First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Preferred Name: \_\_\_\_\_

Please tick their preferred contact number

Mobile Phone Number: \_\_\_\_\_

Home Phone Number: (\_\_\_\_\_) \_\_\_\_\_

Postal Address: \_\_\_\_\_

Date of Birth: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ eMail address : \_\_\_\_\_

Invoices are emailed monthly, please refer to Section 1 for more information.

Enquiry PIN (6 digits): \_\_\_\_ \_\_\_\_ \_\_\_\_ \_\_\_\_ \_\_\_\_ \_\_\_\_      When contacted by your Billing Contact we'll ask them to confirm their own enquiry PIN to authorise access to your account for billing related matters only. This keeps your personal details secure.

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## SECTION 4: Tell us if you want a Secondary (Authorised) Account Contact

If not, go to Section 5. Typically, this is your spouse.

First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Preferred Name: \_\_\_\_\_

Please tick their preferred contact number

Mobile Phone Number: \_\_\_\_\_

Home Phone Number: (\_\_\_\_\_) \_\_\_\_\_

Postal Address: \_\_\_\_\_

Date of Birth: \_\_\_\_ / \_\_\_\_ / \_\_\_\_      eMail address : \_\_\_\_\_

Enquiry PIN (6 digits): \_\_\_\_ \_\_\_\_ \_\_\_\_ \_\_\_\_ \_\_\_\_ \_\_\_\_      When contacted by your Secondary Contact we'll ask them to confirm their own enquiry PIN to authorise access to your account. This keeps your personal details secure.

Does this person live with you?       Yes       No

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## SECTION 5: Payment Options

Option 1: Credit Card Direct Debit



Card Type: \_\_\_\_\_ Name on Card: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_ Card Expiry Date: \_\_\_\_ / \_\_\_\_

*I/we authorise Ezidebit, acting on behalf of AveoConnect, to debit payments from my specified Credit Card above, and I/we acknowledge that Ezidebit will appear as the merchant on my credit card statement.*



**Option 2: Bank Account Direct Debit**

Bank/Society Name: \_\_\_\_\_

First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

BSB Number: \_\_\_\_\_ - \_\_\_\_\_ Account Number: \_\_\_\_\_

*I/We authorise Ezidebit Pty Ltd ACN 096 902 813 (User ID No 165969, 303909, 301203, 234040, 234072, 428198) to debit my/our account at the Financial Institution identified above through the Bulk Electronic Clearing System (BECS) in accordance with the Debit Arrangement stated above and this Direct Debit Request and as per the Ezidebit DDR Service Agreement.*

Account Holder Signature: \_\_\_\_\_ Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_



**Option 3: BPAY**

No queues, no cheques, no waiting. BPAY enables payments to be made through your financial institution's online, mobile or telephone banking facility 24 hours a day.

**Please note that we do not accept payment by cash, cheque or Australia Post Billpay.**

**DDR Service Agreement**

I/We hereby authorise Aveo Connect Pty Ltd ACN 609 081 156 or their agent Ezidebit Pty Ltd ACN 096 902 813 ("Ezidebit") (Direct Debit User ID number 165969, 303909, 301203, 234040, 234072, 428198) to make periodic debits on behalf of Aveo Connect as indicated on the attached Direct Debit Request.

I/We acknowledge that Ezidebit is acting as a Direct Debit Agent for Aveo Connect and that Ezidebit does not provide any goods or services (other than the direct debit collection services to me/us for Aveo Connect pursuant to the Direct Debit Request) and has no express or implied liability in regards to the goods and services provided by Aveo Connect or the terms and conditions of any agreement that I/We have with Aveo Connect.

I/We acknowledge that the debit amount will be debited from my/our account according to the terms and conditions of my/our agreement with Aveo Connect and the terms and conditions of this Direct Debit Request & Credit Card Authority.

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 the financial institution. Accordingly, I/We acknowledge 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 Aveo Connect / Ezidebit will not be held responsible for any fees and charges that may be charged by either my/our or its financial institution.

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

- 1) There is a public or bank holiday on the day of the debit, or any day after the debit date;
- 2) A payment request is received by Ezidebit on a day that is not a banking business day in Queensland;
- 3) A payment request is received after normal Ezidebit cut off times, being 4:00 PM Queensland time, Monday to Friday.

Any payment that fall due on any of the above will be processed on the next business day.

I/We acknowledge Aveo Connect / Ezidebit to vary the amount of the payments from time to time as may be agreed by me/us and Aveo Connect as provided for within my/our agreement with Aveo Connect/ I/We authorise Aveo Connect / Ezidebit to vary the amount of the payment upon receiving instruction from Aveo Connect of the agreed variations. I/We do not require Aveo Connect / Ezidebit to notify me/us of such variations to the debit amount.

I/We acknowledge that Ezidebit is to provide at least 7 days' notice if it proposes to vary any of the terms and conditions of the Direct Debit Request & Credit Card Authority including varying any of the terms of the debit arrangements between us. I/We acknowledge that any request by me/us to stop or cancel or suspend the debit arrangement will be directed to Aveo Connect in writing and may result in Aveo Connect suspending my Services if payment is not made using another method by the due date of the invoice.

I/We acknowledge that any disputed debit payments will be directed to Aveo Connect and/or Ezidebit. If no resolution is forthcoming, I/We agree to contact my/our financial institution. I/We acknowledge that if a debit is returned by my/our financial institution as unpaid, a failed payment fee is payable by me/us to Aveo Connect / Ezidebit. I/We will also be responsible for any fees and charges applied by my financial institution for each unsuccessful debit attempt together with any collection fees including but not limited to any solicitor fees and/or collection agent fee as my be incurred by Ezidebit.

I/We authorise Aveo Connect / Ezidebit to attempt to re-process any unsuccessful payment as advised by Aveo Connect.

You appoint Aveo Connect and Ezidebit jointly and severally as your exclusive agent with regard to the control, management and protection of your personal information (relating to Aveo Connect and contained in this DDR Service Agreement). You irrevocably authorise Aveo Connect / Ezidebit to take all necessary action (which we deem necessary) to protect your personal information, including (but not limited to) prohibiting the release to or access by third parties without your consent.

You hereby irrevocably authorise, direct and instruct any third party who hold/stores/keeps your personal information (relating to Aveo Connect and contained in this DDR Service Agreement) to release and provide such information to Aveo Connect / Ezidebit on our written request.

#### Credit Card Payments

I/We acknowledge that Aveo Connect may use multiple providers for services and that if Aveo Connect use Ezidebit, "Ezidebit" will appear as the merchant for payments from my/our credit card. I/We acknowledge and agree that Ezidebit will not be held liable for any disputed transactions resulting in the non-supply of goods and/or services and that all disputes will be directed to Aveo Connect as Ezidebit is only acting as an Agent for Aveo Connect.

Aveo Connect / Ezidebit 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 relating to an alleged incorrect or wrongful debit, or as otherwise required by law. A copy of Ezidebit's Privacy Policy can be downloaded at [www.ezidebit.com/au/privacy-policy](http://www.ezidebit.com/au/privacy-policy)

I/We acknowledge that Credit Card Fees are a minimum of the Transaction Fee or the Credit Card Fee, as provided by Aveo Connect and as amended / updated from time to time by Aveo Connect.

#### Direct Debit and Credit Card Terms and Conditions

I/We ("Client") authorise and request Aveo Connect Pty Ltd ACN 609 081 156 or their agent Ezidebit Pty Ltd ACN 096 902 813 ("Ezidebit") to debit payments from my/our account or credit card, as specified in the signed authority below, all amounts for which the Client may become liable under any Contract or Agreement with Aveo Connect or its related bodies corporate. These amounts will be deducted on or about the due date of the invoice for the full outstanding amount of the invoice.

The Client acknowledges and agrees that:

- The amount charged will vary from Period to Period and will be defined on the invoices issued by Aveo Connect;
- Aveo Connect will apply the Direct Debit or Credit Card Processing Fee (as advised by Aveo Connect from time to time) to the Client account and will provide the Client with a Tax Invoice for this amount;
- A declined direct debit or credit card transaction may result in:
  - Declined payment charges and interest being applied for the overdue amount;
  - Suspension or termination of some or all of the Services of the Client; and
  - Aveo Connect invoking any Security available to Aveo Connect.
- The Client must not attempt to invalidate a charge properly incurred by the Client in accordance with the Agreement with Aveo Connect.
- The Client accepts the terms of the DDR Service Agreement.

I/We authorise:

- a) Aveo Connect / Ezidebit to verify details of my/our account with my/our financial institution; and
- b) My/our financial institution to release information allowing Aveo Connect / Ezidebit to verify my/our account details.

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## SECTION 6: Transferring (port) existing phone number to AveoConnect

*(Skip this section if you do not want to transfer an existing phone number)*

Current landline service authorised for transfer: \_\_\_\_\_

Current service provider: \_\_\_\_\_

Account number for the current provider: \_\_\_\_\_

*If you have more than one account, please ensure the correct account number for the above telephone number is specified.*

#### Please note:

- Number porting is not available at sites with a Telephone Numbering Plan. Check with your village manager if a range of numbers are pre-allocated across your site.
- Do not disconnect your service with your current telephone company. A port cannot take place if the service has been (or is scheduled to be) disconnected. 'Reserved' numbers not associated with a current active service will also fail.

- AveoConnect does not accept out-of-area numbers, for example a Sydney number cannot be ported for a service in Brisbane.
- Further information about Local number portability (LNP) is available by contacting us or referring to support.aveoconnect.com.au. Once your number port to AveoConnect has been successfully completed you will be notified so you can ensure you are no longer charged by your current provider.

### Porting Date

AveoConnect will endeavor to cutover your phone number as soon as possible AFTER your new AveoConnect service is installed and/or activated. Until this occurs your number will need to remain on an active service with the current provider.

If you need to disconnect services with your current provider BEFORE your new AveoConnect service is ready you can specify an early porting date below. This means your number will be held by AveoConnect and will not be active until your new services are installed and/or activated. During this transitional period inbound calls to this number will not connect to anything – call diversions are also unavailable to be setup.

Preferred Early Porting Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ (we will confirm the cutover date with you)

## SECTION 7: Confirmation of Understanding

### PLEASE INITIAL EACH ITEM AND SIGN AT THE END

#### Plan Basics:

[ \_\_\_\_ ] My chosen plan and package is the one I selected on this Application Form. The set up fee, monthly subscription and contract term set out in this Application Form apply to this plan and package.

[ \_\_\_\_ ] I am aware that I will be charged upfront for set up fees in addition to the first month's subscription fee. I will then be billed one month in advance for monthly subscription fees.

[ \_\_\_\_ ] I understand that set up fees covers a standard installation. If I require a non-standard installation, for example additional cabling, additional fees may apply.

[ \_\_\_\_ ] For new subscribers to FOXTEL, a standard install includes the cost of a Foxtel iQ2 HD or MyStar HD recordable set top box.

[ \_\_\_\_ ] For existing subscribers to FOXTEL, a \$0 set up fee is only available for existing Foxtel Residential Customers with an active service at the desired service address (excludes Foxtel on T-Box and Foxtel from Telstra), and you continue to use the set top box you currently use. I am aware that the programs recorded or downloaded to the personal digital recorder may be erased when your service is transferred to AveoConnect.

[ \_\_\_\_ ] I understand if I cancel before the end of my minimum contract period, early termination fees apply.

[ \_\_\_\_ ] I understand that calls to 13/1300 numbers are not local calls and are charged at \$0.35 per call, that calls to non-standard numbers such as 19xx (premium content and services) will be charged.

[ \_\_\_\_ ] I understand that Foxtel services such as On Demand, Catch Up, Pay-Per-View, Foxtel Go, The Foxtel Magazine etc are not available to Foxtel from AveoConnect subscribers.

[ \_\_\_\_ ] I have read and understood the Critical Information Summary (CIS) which includes a description of the plan inclusions, exclusions, specific pricing conditions and other important information based on my selected plan. I am aware this can be viewed and downloaded via the AveoConnect Website at [www.AveoConnect.com.au](http://www.AveoConnect.com.au)

**Installation:**

[ \_\_\_\_ ] I acknowledge that, while every effort will be made to provision my service as quickly as possible, there may be a lead time of up to 4 weeks before my service will be active.

[ \_\_\_\_ ] I understand that service installations for my area are conducted in batches. If I am unavailable during the timeframe for my area the lead time may be extended.

[ \_\_\_\_ ] I understand that the installations of my phone and internet service and the installation of my Foxtel from Aveo Connect service (if I have ordered one) will occur separately.

[ \_\_\_\_ ] I understand that my application does not constitute a guarantee of service and that my home may be unserviceable for this product.

**Payment:**

[ \_\_\_\_ ] I understand that my payment options include direct debit, credit card and BPay. I cannot pay by cash or cheque.

[ \_\_\_\_ ] I understand that accounts paid by Visa or MasterCard credit card incur a surcharge of 2.0% (inc GST) and Diners or American Express credit cards incur a surcharge of 4.0% (inc GST).

[ \_\_\_\_ ] I understand that I may be charged a \$50 (inc GST) dishonour fee if my direct debit payment fails, and a \$16.50 (inc GST) late payment fee for overdue invoices.

[ \_\_\_\_ ] I understand that I will always be billed for monthly access 1 month ahead and calls and data use are calculated and billed in arrears.

[ \_\_\_\_ ] I understand if I require a paper bill, a monthly charge of \$2.20 (inc GST) will apply.

**Network and Service Features:**

[ \_\_\_\_ ] I understand that in the event of a power outage my AveoConnect services will not work, with the exception of a Monitoring Service.

[ \_\_\_\_ ] I understand that, as part of the ongoing maintenance of the Monitoring Service, I am required to activate EACH pendant monthly and check-in with the Emergency Response Centre. It is my responsibility to choose an easy to remember date such as a birth date to do this monthly.

[ \_\_\_\_ ] I understand that AveoConnect does not connect or enable old phone sockets around my home. If I want the convenience of making and receiving calls throughout my home, AveoConnect recommends the use of a Multi Handset Cordless Phone. AveoConnect offers these for sale and I acknowledge I can purchase one when I am contacted to book my installation or service activation appointment.

[ \_\_\_\_ ] I understand that AveoConnect does not provide any MessageBank or Voicemail services. If I want the convenience of this feature, AveoConnect recommends the use of a handset with built-in answering machine. AveoConnect offers these for sale and I acknowledge I can purchase one when I am contacted to book my installation or service activation appointment.

[ \_\_\_\_ ] I am aware that AveoConnect does not provide email services. AveoConnect recommends free web-based email service providers such as Gmail, Hotmail, etc.

[ \_\_\_\_ ] I understand that my service must not be used for any illegal activity.

**General:**

[ \_\_\_\_ ] I am aware that I am liable for all early termination fees from my previous provider if transferring my home phone and/or broadband service prior to contract end date.

[ \_\_\_\_ ] I am aware that I am responsible for cancelling any applicable home phone and/or broadband services with my previous provider once my AveoConnect services are activated. If I am porting (transferring) my phone

number to AveoConnect the applicable service with the current provider must be active and I must not cancel this until the porting is complete. Typically phone number ports are completed within 7 days however can take up to 6 weeks. AveoConnect will contact me to advise once my port has been successful.

[ \_\_\_\_\_ ] I understand that the services are provided by Aveo Connect Pty Ltd. I understand that the equipment remains property of Aveo Connect Pty Ltd and must remain in situ once installed and even if I vacate.

[ \_\_\_\_\_ ] I understand that the services are being delivered on a best effort basis and that they are subject to an acceptable use policy.

[ \_\_\_\_\_ ] It is important I regularly check my email for communication from AveoConnect. I understand this is how AveoConnect keeps me informed. For example, about my installation. Or about service or support issues I raise.

[ \_\_\_\_\_ ] I understand that I can log into myaccount.aveoconnect.com.au and check my usage, make payments, change personal details and add or change direct debit payment methods.

[ \_\_\_\_\_ ] I understand my username and password for logging into the Members Portal is set out in this sign-up application form. My log-in username is my email address and password is to what I have nominated.

**GENERAL TERMS AND CONDITIONS** - The General Terms and Conditions are set out in our Terms and Conditions at [www.AveoConnect.com.au](http://www.AveoConnect.com.au). The Critical Information Statement is also available at that address. Please read these carefully and ask us if you have any questions. The services provided under this Customer Contract are provided by Aveo Connect Pty Ltd ACN 609 081 156.

Name: \_\_\_\_\_

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Signature: \_\_\_\_\_