



Application for Tech Help

Office Use Only	Sales Person:	Promotion Code:
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SECTION 1: Choose your plan

- My Tech Home – IN-HOME, for support that comes to you | \$1,000 one-time fee
- My Tech Home – VIRTUAL, over the phone & remote desktop support | \$300 one-time fee

I would like assistance with setting up:

- Home Phone FOXTEL Wellness Hub
- Home Broadband Video On Demand Streaming Services Wearable GPS Alarm

SECTION 2: Tell us who is the Primary Account Holder

First Name: _____ Surname: _____

I already have an AveoConnect account: No Yes my account number is _____

Address for delivery of AveoConnect services – Unit/Villa/Serviced Apartment number: _____

Village Name: _____

Please tick your preferred contact number

Mobile Phone Number: _____

Home Phone Number: (_____) _____

Date of Birth: ____/____/____ eMail address : _____

Member and Support Portal Websites (skip if you already have an AveoConnect account)

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 2: Tell us if you want a Secondary (Authorised) Account Contact

This is typically your spouse or partner.

First Name: _____ Surname: _____

Preferred Name: _____

Mobile Phone Number: _____

Home Phone Number: (_____) _____

Postal Address: _____

Date of Birth: ____ / ____ / ____ eMail address : _____

SECTION 3: 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.

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

[____] 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

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.

GENERAL TERMS AND CONDITIONS - The General Terms and Conditions are set out in our Terms and Conditions at 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: _____