

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

<b>Staff Use Only</b>	<b>Sales Person:</b>	<b>Promotion Code:</b>
<b>SECTION 1A: Phone &amp; Internet plan selection</b>		
<p>Select <b>one</b> plan below. Select communities are serviced by AveoConnect's own private network, if you are unsure which communications network services your home, please contact us or visit <a href="http://www.aveoconnect.com.au/services/check-availability">www.aveoconnect.com.au/services/check-availability</a> to check.</p>		
<b>Select a Bundle (Phone &amp; Internet)</b>	<b>Network</b>	<b>Price</b>
<input type="checkbox"/> SMALL BUNDLE	AveoConnect	\$60 per month on a 12 Month Contract, \$99 set up fee
	NBN	\$69 per month on a 12 Month Contract, \$99 set up fee
<input type="checkbox"/> MEDIUM BUNDLE	AveoConnect	\$80 per month on a 12 Month Contract, \$99 set up fee
	NBN	\$89 per month on a 12 Month Contract, \$99 set up fee
<input type="checkbox"/> LARGE BUNDLE	AveoConnect	\$100 per month on a 12 Month Contract, \$99 set up fee
	NBN	\$109 per month on a 12 Month Contract, \$99 set up fee
<input type="checkbox"/> X-LARGE BUNDLE	AveoConnect	\$130 per month on a 12 Month Contract, \$99 set up fee
	NBN	\$139 per month on a 12 Month Contract, \$99 set up fee
<b>Or a Home Phone Service only</b>		
<input type="checkbox"/> HOME PHONE	AveoConnect	\$40 per month on a 12 Month Contract, \$99 set up fee
	NBN	\$49 per month on a 12 Month Contract, \$99 set up fee
<input type="checkbox"/> HOME PHONE UNLIMITED	AveoConnect	\$60 per month on a 12 Month Contract, \$99 set up fee
	NBN	\$69 per month on a 12 Month Contract, \$99 set up fee
<b>Or a Home Broadband Service only</b>		
<input type="checkbox"/> HOME BROADBAND	AveoConnect	\$60 per month on a 12 Month Contract, \$99 set up fee
	NBN	\$69 per month on a 12 Month Contract, \$99 set up fee
<input type="checkbox"/> HOME BROADBAND UNLIMITED	AveoConnect	\$90 per month on a 12 Month Contract, \$99 set up fee
	NBN	\$99 per month on a 12 Month Contract, \$99 set up fee
<b>SECTION 1B: FOXTEL from AveoConnect plan selection</b>		
<p>Select <b>one</b> plan and installation option for FOXTEL below. Alternatively, you can skip this section if you do not require FOXTEL. If you already have FOXTEL from AveoConnect select the option to apply your discount.</p>		
<input type="checkbox"/> I am ordering a bundle but already have FOXTEL from AveoConnect, please apply the discounted monthly fee to my FOXTEL service		
<b>Select One Package</b>		
<input type="checkbox"/> FOXTEL Standard from AveoConnect	<i>with a bundle</i>	\$45 per month on a 12 Month Contract
	<i>with standalone phone or broadband</i>	\$55 per month on a 12 Month Contract
<input type="checkbox"/> FOXTEL Platinum from AveoConnect	<i>with a bundle</i>	\$89 per month on a 12 Month Contract
	<i>with standalone phone or broadband</i>	\$99 per month on a 12 Month Contract
<b>Select One Installation type</b>		
<input type="checkbox"/> I require FOXTEL to be installed and activated at my address		
	<i>new subscribers to FOXTEL Standard from AveoConnect</i>	\$199 setup fee
	<i>new subscribers to FOXTEL Platinum from AveoConnect</i>	\$0 setup fee
<input type="checkbox"/> I already have FOXTEL installed and it is active at the service address (excludes FOXTEL from Telstra)		
	<i>\$0 setup fee to transfer existing in situ subscription to FOXTEL from AveoConnect</i>	
Please provide your Foxtel Account Number: _____		

## SECTION 2: My AveoConnect Account Number

*If you are an existing AveoConnect customer (this includes General Services Charged monitoring services), please provide your account number.*

- My Account Number is: \_\_\_\_\_
- I am a new AveoConnect customer, my Account Establishment Form is attached

## SECTION 3A: Keep your existing phone number

*Please provide details below for your existing phone number if you wish to transfer it to AveoConnect. You can skip this section if you wish to be allocated a new phone number or if you have selected a broadband only plan.*

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.*

### Important, please note:

- Some communities maintain a Telephone Numbering Plan where a range of numbers are pre-allocated. Your community manager will be able to confirm if this applies. You can still transfer your existing number using our Multiple Number feature. Multiple Number allows you to have a second phone number assigned to your existing phone line. The second number has its own distinct ringing sound.
- Do not disconnect your service with your current telephone company. A transfer 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.
- Out-of-area numbers are not accepted, for example a Sydney number cannot be transferred for a service in Brisbane.
- We will notify you once your number has been successfully transferred

## SECTION 3B: Transfer my number early

*As standard existing phone numbers are transferred AFTER your new AveoConnect service is activated. Until this occurs the number must remain active on the existing service.*

*If the existing service cannot remain active throughout this period you can opt for the transfer to take place early, BEFORE the new service is activated. This will ensure your number is not lost if your existing service must be disconnected. Numbers transferred early are simply held on our network and will not operate until your new services are activated. Skip this section if not required.*

Preferred Early Transfer Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

*Existing services will be disconnected on this date. We will confirm this date will you.*

## SECTION 7: Confirmation of Understanding

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

[ \_\_\_\_ ] 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)

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

[ \_\_\_\_ ] 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 phone services are provided from a single socket and voicemail services are not available. Multi Handset Cordless Phones with integrated answering machine are recommended and available for purchase if I require 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.

[ \_\_\_\_ ] 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 new services are activated. If I am transferring my phone number, it must remain active until I am contacted to confirm it can be safely cancelled.

[ \_\_\_\_ ] I understand that the services are provided by Aveo Connect Pty Ltd. I understand that the equipment remains property of Aveo and must remain in place once installed, even if I move within or vacate my community.

[ \_\_\_\_ ] 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.

**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: \_\_\_\_\_