

I want to: (select one)

ESTABLISH a new AveoConnect account

Please eMail completed form to sales@AveoConnect.com.au

UPDATE existing AveoConnect account number: _____

Please eMail completed form to modifications@AveoConnect.com.au

Skip sections and fields below where no update is required

SECTION 1: 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.

If you are a new customer proceed to SECTION 2

Existing customers please select below if applicable:

The service address above is new, please move my services after ____ / ____ / ____
(setup fees apply)

This is a new Primary Contact. Reason for change of account owner:

SECTION 2: Tell us who is the Billing Contact

Same as Primary Account Holder (skip this section) 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 : _____

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.

SECTION 3: Tell us if you want a Secondary (Authorised) Account Contact

Typically, Secondary Account Contacts are your spouse but could be anyone. If you do not want to specify a Secondary Account Contact, skip this section.

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

SECTION 4: Payment Options. How would you like to pay your monthly account?

You can skip this section if all your AveoConnect services are provided as part of your community's General Services Charge



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.

Direct Debit Request 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 may 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

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.

SECTION 5: Confirmation of Understanding

PLEASE INITIAL EACH ITEM AND SIGN AT THE END

[____] I understand my first bill for a new service may be higher than my plan's minimum monthly spend. This is because my first month is charged in advance, plus a part monthly charge for the period between activation and my first billing date. Any applicable setup, installation or equipment fees are also charged up front.

[____] 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 up to 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 my bill is issued via eMail by default. I can request a paper bill for a monthly charge of \$2.20 (inc GST).

[____] I understand that AveoConnect does not provide email services. Free web-based email service providers such as Gmail, Hotmail, etc are recommended.

[____] I understand that AveoConnect services are being delivered on a residential grade best effort basis. They must not be used for any illegal activity and are subject to an Acceptable Use Policy.

[____] I understand AveoConnect will send me important communication via eMail to keep me informed. For example, about my new service installation or about service or support issues I raise.

[____] I understand that I can log into myaccount.AveoConnect.com.au to check my usage, make payments, change personal details and add or change direct debit payment methods. To login, the Account Holder's eMail address is the Username, and the Password is as nominated by me above.

GENERAL TERMS AND CONDITIONS

The General Terms and Conditions are set out in our Terms and Conditions at www.AveoConnect.com.au. Critical Information Statements are also available at that address. Alternatively, your community manager can provide printed copies upon request. 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: _____

New Customers

If you are ready to order services with AveoConnect, please attach this to your new service application form.