

## Application for a Landline Free Home Phone

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

Select **one** Home Phone plan:

HOME PHONE ON 3G UNLIMITED      \$40 per month on a 12 Month Contract, \$99 set up fee

HOME PHONE ON 4G UNLIMITED      \$40 per month on a 12 Month Contract, \$149 set up fee

Select if you require optional SIM only services (bring your own unlocked mobile phone handset):

MOBILE PHONE UNLIMITED      \$20 each per month on a 12 Month Contract, \$0 set up fee

*N.B. This SIM Only Mobile Phone Unlimited plan is only available in conjunction with one of the Home Phone plans above.*

### SECTION 1B: Optional Additional Handset

I require an additional handset      \$49.95 once-off charge in conjunction with new service order

### SECTION 2: My AveoConnect Account Number

If you are an existing AveoConnect customer, please provide your account number.

My Account Number is: \_\_\_\_\_

I am a new AveoConnect customer, my Account Establishment Form is attached

### SECTION 3: 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.

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:

- Do not disconnect your service with your current telephone provider. 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.
- Once your new handset has been dispatched to you, transfer of your existing phone number typically takes place within a week. Please refer to the Welcome Letter enclosed with your handset for further details.

## SECTION 4: Optional Mobile Phone Services

*Skip this section if you only want the Landline Free Home Phone*

### **MOBILE SERVICE 1**

#### - END-USER DETAILS

Same as Primary Account Holder

Other, details below:

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

Date of Birth: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

#### - **PHONE NUMBER**

I require a new number

Transfer an existing mobile number, details below:

Current mobile number authorised for transfer: \_\_\_\_\_

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

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

### **MOBILE SERVICE 2** *(skip to section 5 if only one mobile service is required)*

#### - END-USER DETAILS

Same as Secondary Account Holder

Other, details below:

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

Date of Birth: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

#### - **PHONE NUMBER**

I require a new number

Transfer an existing mobile number, details below:

Current mobile number authorised for transfer: \_\_\_\_\_

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

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

## SECTION 5: 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 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 can check my service coverage for this product at [www.telstra.com.au/coverage-networks/our-coverage](http://www.telstra.com.au/coverage-networks/our-coverage)

[ \_\_\_\_ ] I understand that AveoConnect provides the Home Phone on 3G or 4G handset and does not connect or enable phone sockets around my home. If my existing cordless phone handset is GAP (Generic Access Profile) compatible it may be interconnectable with the handset we supply.

[ \_\_\_\_ ] I am aware that the 3G network spectrum is currently being repurposed and the eventual shut down of this network will happen in mid-2024. This means Home Phone on 3G services will require upgrade to the Home Phone on 4G as the 3G network coverage is phased out between now and 2024. 3G only Mobile Phone handsets will also require replacement with a 4G device with Voice over LTE (VoLTE) capability.

[ \_\_\_\_ ] 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 the transfer has been completed.

[ \_\_\_\_ ] I understand that the services are provided by Aveo Connect Pty Ltd. I understand that the Home Phone equipment remains property of Aveo Connect Pty Ltd and must be returned when the service is cancelled to our nominated returns address.

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