

## Service Application Form

Application for CommsChoice Operations Limited, ACN 617293071,  
Level 6, 56 Clarence St Sydney 2000. Tel 1300 42 66 67, Fax 1300 761 815, Email [sales@commschoice.com](mailto:sales@commschoice.com), Web [www.commschoice.com](http://www.commschoice.com)

Customer

Direct Debit

Inbound

Mobiles

NBN

Data

IP Voice

### 1.1 Customer Information

Business Name \_\_\_\_\_ Trading as \_\_\_\_\_ ACN \_\_\_\_\_ ABN \_\_\_\_\_  
 Customer Name \_\_\_\_\_ Date of Birth \_\_\_\_\_ Passport Number \_\_\_\_\_ Licence Number \_\_\_\_\_  
 Customer Number \_\_\_\_\_ Dealer Code \_\_\_\_\_  
 Post Address: Unit \_\_\_\_\_ Level \_\_\_\_\_ Street \_\_\_\_\_ Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_  
 Site Address: Unit \_\_\_\_\_ Level \_\_\_\_\_ Street \_\_\_\_\_ Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_  
 Work Telephone \_\_\_\_\_ Home Telephone \_\_\_\_\_ Fax \_\_\_\_\_ Mobile \_\_\_\_\_  
 Email \_\_\_\_\_ Email for Bills \_\_\_\_\_ Account Password \_\_\_\_\_

### 1.2 Applicant Declaration

The Customer ("You") apply to The Company ("we" or "us") for the supply of Telephone Services for the service numbers listed in section 3 and/or for the supply of Mobile services for the service numbers listed in section 4, and/or for the supply of NBN internet as specified in section 5 and/or for the supply of Business Grade Data services as specified in the section 6 and/or the supply of IP Voice Services in section 7 and/or the supply of any equipment related to the provision of these services as specified in this application. You acknowledge that: Voice Services and/or Mobile Services and/or Data Services and/or Internet Services as listed in this application are subject to our Master Services agreement which is available at our website [commschoice.com.au](http://commschoice.com.au). By signing this application you agree that you have been given the opportunity to read, or have read, and agreed to abide by the terms and conditions set out in the Master Services Agreement. This application is accepted by us at the earlier of the time your Voice Services & Mobile Services are ordered with any carrier, activated or we commence installation of your Voice Service Hardware. This application is accepted by us when we order your NBN & Business Grade data services with the respective carrier. If you agree to a minimum term contract then the following early termination charges will apply if you terminate during that minimum term: Voice Services including IP Voice, MS Teams Calling and SIP Trunks- Minimum monthly commitment per line or channel x months remaining in contract; Business Grade Data Services & NBN - Minimum monthly commitment per service X Months remaining in the contract, plus the relevant installation fee for the service (where such installation fee was credited as part of the fixed term agreement). Bundled Services - Minimum monthly commitment per service x months remaining in contract. Mobile and Mobile Broadband Services - \$50 termination fee within the first 12 months of your contract. Inbound Services - Minimum monthly commitment per service x months remaining in contract. All other contracted services including SD-WAN, Call Centre, Video Conferencing, any outstanding hardware payments and any and all other contracted services - Minimum monthly commitment per service x months remaining in contract. By submitting this application, the person submitting this application warrants that they are duly authorised to execute this application on behalf of the Customer. Note: If you are a residential customer, a sole trader or partnership in NSW or a customer in the Northern Territory you are entitled to cancel the contract you made at any time within the 5-business day cooling off period, for NSW (that ends 5 clear business days from application) and 10 calendar day cooling off period, for Northern Territory (that begins on the day we accept this application), by sending a cancellation notice to us. All rates are ex gst.

### 1.3 Privacy & Spam

We will collect personal information about you or information about your company, including but not limited to your electronic contact details such as email address and telephone numbers for the purpose of administering the services for which you apply, and as set out in our privacy policy. Please contact us directly to obtain a copy of our privacy policy. If you would prefer that we do not use your personal information and/or business information for direct marketing and/or for sending commercial electronic messages, please check this box

### 1.4 Credit Checks

Prior to accepting your application, you have provided to us all information relevant to our assessment of your credit rating. You consent and acknowledge that you: Understand that the Privacy Act 1988 (Cth) allows us to give a credit reporting agency certain personal information about you; The information we disclose to a credit reporting agency includes 60 days overdue and for which debt collection action has started, information that in our opinion you have acted fraudulently or shown an intention not to comply with your credit obligations, and cheques drawn by you for \$100 or more which have been dishonoured more than once; Agree to our obtaining from a credit reporting agency a credit report containing information about your personal credit worthiness for purposes of assessing your application and assisting in collecting overdue payments, and to our obtaining information about your commercial activities or commercial credit worthiness from any business which provides information about the commercial credit worthiness of persons, your accountant or any other supplier to you; Agree to our giving to and obtaining from any credit provider named in your application or in a credit report on you issued by a credit reporting agency, information about your credit arrangements for the purpose of assessing your application, notifying a default by you, allowing another credit provider to ascertain the status of your arrangements with us where you are in default with one or more other credit providers and generally assessing your credit worthiness; and Understand the information exchanged can include any information about your business, personal and/or commercial credit worthiness, credit history or credit capacity which the Privacy Act allows credit providers to give to or receive from each other.

### 1.5 National Relay & Interpreting Service

The Australian Government provides services to assist in understanding & communicating with us. The National Relay Service contact number is 133 677. The number for the Translating & Interpreting Service is 131 450.

### 1.6 Authorisation

Authorised Representative Name \_\_\_\_\_ Position (if Business) \_\_\_\_\_

Authorised Representative Signature \_\_\_\_\_ Date \_\_\_\_\_

I understand that all bills are delivered by email delivery and that Direct Debit from either a bank account or credit card is required. I have read & understood the Master Services agreement which is available at [commschoice.com.au](http://commschoice.com.au).

## 2.1 Direct Debit Detail

Business Name \_\_\_\_\_ Trading as \_\_\_\_\_ ACN \_\_\_\_\_ ABN \_\_\_\_\_  
 Customer Name \_\_\_\_\_ Date of Birth \_\_\_\_\_ Passport Number \_\_\_\_\_ Licence Number \_\_\_\_\_  
 Customer Number \_\_\_\_\_ Dealer Code \_\_\_\_\_

By signing this document, I/We authorise Commschoice Operations Pty Ltd to debit my/our account, detailed in the Schedule below, with any amount and at the time due according to the arrangement between us, via Telecommunications Payment Services, using the Direct Debit System, for charges incurred for services provided by The Company. In addition, I/ We affirm that I/We have read and agree to the Direct Debit Request Terms and Conditions. This authority is to remain in force until notice is received by The Company.

Direct Debit my Bank Account

Name of Financial Institution \_\_\_\_\_ Name on Account \_\_\_\_\_  
 BSB \_\_\_\_\_ Account Number \_\_\_\_\_

Direct Debit my Debit/Credit Card

Type of Card: Visa  MasterCard  American Express  Diners Club

Name on Card \_\_\_\_\_ Credit Card Number \_\_\_\_\_  
 Expiry Date \_\_\_\_\_ Account Number \_\_\_\_\_

## 2.2 Direct Debit Terms &amp; Conditions

When we are bound by this agreement and what we agree and what we can do 1. We agree to be bound by this agreement when we receive your Direct Debit Request complete with the particulars we need to draw an amount under it. 2. We only draw money out of your account in accordance with the terms of your Direct Debit Request. 3. On giving you at least 14 days' notice, we may: Change our procedures in this agreement; Change the terms of your Direct Debit Request; or Cancel your Direct Debit Request. 4. You may ask us to: Alter the terms of your Direct Debit Request; Defer a payment to be made under your Direct Debit Request; Stop a drawing under your Direct Debit Request; or Cancel your Direct Debit. 5. You may dispute any amount we draw under Direct Debit Request by contacting us, detailing your (customer reference details) and your bank account number. You will also be required to provide a detailed explanation of the dispute to assist in a resolution. 6. We deal with such any dispute by the following procedure: a. We will investigate the dispute, and where necessary you are expected to provide your cooperation. This cooperation may include contacting your bank, providing account statements, or other means of substantiating a dispute. b. While a dispute is being investigated, you may request that we suspend pending payments until a resolution is reached. Please note that we will keep written record of dispute proceedings to assist in dispute resolution. 7. Payments will be made on 15th of each month, or otherwise in accordance with your contract. If the day on which you must make any payment to us is not a business day, we draw on your account under your Direct Debit Request on the following business day institution rejects any of our attempts to draw an amount in accordance with your Direct Debit Request, we may continue to seek that payment and recoupment of any fees incurred by us as a consequence of that rejection until all amounts due are paid. 9. We will not disclose to any person any information you give us on your Direct Debit Request, which is not generally available, unless: You dispute any amount we draw under your Direct Debit Request and we need to disclose any information relating to your Direct Debit Request or to any You to ensure the details on your Direct Debit Request are completed correctly an amount we draw under your Direct Debit Request on a day which is not a business day account, by the due date on which we draw any amount under your Direct Debit Request, to enable us to obtain payment in accordance with your Direct Debit Request. 14. To contact us in accordance with the above, please use the contact details available on our website by clicking on the link titled "Contact Us".

## 2.3 Authorisation to Direct Debit

Authorised Representative Name \_\_\_\_\_ Position (if Business) \_\_\_\_\_

Authorised Representative Signature \_\_\_\_\_ Date \_\_\_\_\_

I understand that all bills are delivered by email delivery and that Direct Debit from either a bank account or credit card is required. I have read & understood the Master Services Agreement which is available on our website.

Your services and prices are conditional upon Direct Debit being in place. Itemised invoices are issued around the 1st of each month and Direct Debits are deducted on the 15th of each month. A late payment fee is \$15 is payable for accounts not cleared by the 20th of each month.

Direct Debit surcharges  
 Bank Account 0%  
 Amex 3.5%  
 MasterCard 0%  
 Visa 0%