



**SOHO Broadband Order Form & Agreement**  
(for new orders or plan changes for existing customers)

**Customer Details:**

<b>Contact Name:</b>		<b>DOB:</b>
<b>Company/Business Name:</b>		<b>ABN:</b>
<b>Postal Address:</b> City / State / Postcode:		
<b>Business phone:</b>	<b>Business fax:</b>	
<b>Home phone:</b>	<b>Mobile:</b>	
<b>Contact E-Mail Address:</b>		

**ADSL Installation Details:**

<b>Phone number to attach the ADSL service to :</b> _ _ - _ _ _ _ - _ _ _ _
<b>Installation Address:</b> City / State / Postcode:

**DSL Monthly Plans – please  plan:**

	<b>Rate per month</b>	
	<b>Unbundled</b>	<b>Bundled</b>
<input type="checkbox"/> <b>256/64 PAYG</b> , 200Mb, then 15c/Mb capped at \$150, then shaped after 15GB	\$ 23.95	\$ 18.95
<input type="checkbox"/> <b>256/64 Flat Rate</b> , 15 GB of data, then shaped	\$ 39.95	\$ 34.95
<input type="checkbox"/> <b>512/128 PAYG</b> , 500Mb, then 15c/Mb capped at \$150, then shaped after 25GB	\$ 31.95	\$ 26.95
<input type="checkbox"/> <b>512/128 Flat Rate</b> , 25 GB of data, then shaped	\$ 49.95	\$ 44.95
<input type="checkbox"/> <b>1500/256 PAYG</b> , 1000Mb, then 15c/Mb capped at \$150, then shaped after 25GB	\$ 61.95	\$ 56.95
<input type="checkbox"/> <b>1500/256 Flat Rate</b> , 35 GB of data, then shaped	\$ 89.95	\$ 84.95
<input type="checkbox"/> <b>512/512 PAYG</b> , 1000Mb, then 15c/Mb capped at \$150, then shaped after 25GB	\$ 71.95	\$ 66.95
<input type="checkbox"/> <b>512/512 Flat Rate</b> , 35 GB of data, then shaped	\$ 99.95	\$ 94.95
<input type="checkbox"/> <b>8192/384 Flat Rate</b> , 35 GB of data, then shaped, then shaped after 35GB	\$ 139.95	\$ 134.95

**Phone Bundling SPECIALS – please  plan:**

	<b>Rate per month</b>
<input type="checkbox"/> <b>YES – option 1</b> - please bundle phone full service phone line and call calls with BEST IT excess local calls 18c each; 18c per minute STD; 18c per ½ minute calls to mobiles; 18c flag fall on timed calls; see <a href="http://www.besttelecom.com.au">http://www.besttelecom.com.au</a> for international rates	<input type="checkbox"/> inc 50 local calls \$34.95 <input type="checkbox"/> inc 100 local calls \$43.95 <input type="checkbox"/> inc 200 local calls \$59.90
<input type="checkbox"/> <b>YES – option 2</b> – please price match _____ (plan name) from _____ (provider name) to save \$5 a month (excludes Telstra Home Line Budget)	
<input type="checkbox"/> Additional numbers ① _ _ - _ _ _ _ - _ _ _ _ , ② _ _ - _ _ _ _ - _ _ _ _ , and ③ _ _ - _ _ _ _ - _ _ _ _	

**ADSL Installation or Change of Service Options – by credit card only – please  options**

<input type="checkbox"/> Line activation, transfer or plan change fee (for new/existing ADSL1 customers)	<input type="checkbox"/> \$149 new <b>OR</b> <input type="checkbox"/> \$49 existing
<input type="checkbox"/> Modem DM111 USB / LAN 1 user, USB & CAT5 cables & filter \$89	<b>This is a 1 month agreement unless an extended option chosen below</b>
<input type="checkbox"/> Modem DG834GV 4 port Ethernet, WLAN, VoIP & filter \$299	
<input type="checkbox"/> Wireless <input type="checkbox"/> add ___ notebook cards & <input type="checkbox"/> add ___ desktop cards @ \$100 each	
<input type="checkbox"/> additional ___ filters @ \$22.50 each	
<input type="checkbox"/> 1 year bundled agreement   ADSL transfer - save \$49   <input type="checkbox"/> 2 year bundled agreement   ADSL activation - save \$109	

*Exit fee of \$55 + unused period of agreement, applicable applies if leaving. Delivery charge of \$16.50 applies on all hardware purchases.*

**Credit Card:** \_\_\_\_\_ **or** **BSB** \_\_\_\_\_ **Account** \_\_\_\_\_

**Cardholder Name:** \_\_\_\_\_ **Expiry** \_\_\_ / \_\_\_ / \_\_\_ **CCV** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_ / \_\_\_ / \_\_\_

I hereby authorise BEST Internet & Telecom Pty Ltd, ABN 18 127 715 360, or it's nominee, to charge all service fees to me credit card or bank account, and to continue to do so in accordance with our Standard Form of Agreement (<http://www.besttelecom.com.au>) under which this service is provided. Where a phone line is not active, a \$59 reactivation fee applies for existing in place phone line or \$299 for a new line. Once shaping is applied, speed is reduced to 64/64kbps.

<b>Customer Signature:</b>	
<b>Print Name:</b>	



## DIRECT DEBIT REQUEST

**Request and Authority to debit the account name below  
and to pay BEST Internet & Telecom Pty Ltd**

<p><b>Request and Authority To debit</b></p>	<p>I/We, Surname or Company Name: _____ _____</p> <p>Given Names or ABN: _____ _____</p> <p>Request and Authorise BEST Internet &amp; Telecom Pty Ltd or its nominee to arrange for any amount BEST Internet &amp; Telecom Pty Ltd or its nominee may debit or charge you to be debited through the Bulk Clearing System from an account held at the financial institution identified below subject to the terms and conditions of the Direct Debit Request Service Agreement published at <a href="http://www.besttelecom.com.au/forms.htm">www.besttelecom.com.au/forms.htm</a> [and any further instructions provided below]</p>
<p><b>Insert the name and address of financial institution at which account is held</b></p>	<p>Financial institution name: _____</p> <p>Address: _____ _____</p>
<p><b>Insert details of the account to be debited</b></p>	<p>Name of Account: _____</p> <p>BSB number: _____ (or credit card)</p> <p>Account number: _____ (or card expiry)</p>
<p><b>Acknowledgment</b></p>	<p>By signing this <b>Direct Debit Request</b> you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and BEST Internet &amp; Telecom Pty Ltd as set out in this request and in your Direct Debit Request Service Agreement at <a href="http://www.besttelecom.com.au/forms.htm">www.besttelecom.com.au/forms.htm</a></p>
<p><b>Authorising Signature(s)</b></p>	<p>_____ &amp; _____ (if joint account all signatures may be required)</p>
<p><b>Include Address</b></p>	<p>_____ _____</p>

Please **complete, authorise** and **fax** this form to **1300 85 2379**

## Important Notice to Applicant(s) for Credit

(Section 18(E)(1) Privacy Act 1988)

### Notice of Disclosure of your Credit Information to a Credit Reporting Agency (Privacy Act 1988)

BEST Internet & Telecom Pty Ltd ACN 127 715 360 may give information about you to a credit reporting agency, for the following purposes:

- to obtain a consumer credit report about you, and/or
- to allow the credit reporting agency to create or maintain a credit information file containing information about you.

The information is limited to:

- Identity particulars - your name, sex, address (and the previous two addresses) date of birth, name of employer, and drivers licence number.
- your application for credit or commercial credit - the fact that you have applied for credit and the amount.
- The fact that BEST Internet & Telecom Pty Ltd ACN 127 715 360 is a current credit provider to you.
- **loan repayments which are overdue by more than 60 days, and for which debt collection action has started.**
- advice that your loan repayments are no longer overdue in respect of any default that has been listed.
- information that, in the opinion of BEST Internet & Telecom Pty Ltd ACN 127 715 360 you have committed a serious credit infringement (that is, fraudulently or shown an intention not to comply with your credit obligations).
- dishonoured cheques - cheques drawn by you for \$100 or more which have been dishonoured more than once.
- that credit provided to you by BEST Internet & Telecom Pty Ltd ACN 127 715 360 has been paid or otherwise discharged.

#### ***Period to which this understanding applies***

This information may be given before, during or after the provision of credit to you.



## Statement By Applicant (s) For Credit

Please read carefully before signing. Where there is more than one applicant, each applicant must sign.

### 1. Giving information to a Credit Reporting Agency (Section 18E(8)(c) Privacy Act 1988)

BEST Internet & Telecom Pty Ltd ACN 127 715 360 has informed me that it may give certain personal information about me to a credit reporting agency.

### 2. Access to Commercial Credit Information (Section 18L(4) Privacy Act 1988)

I/we agree that BEST Internet & Telecom Pty Ltd ACN 127 715 360 may obtain information about me/us from a business which provides information about the commercial credit worthiness of persons for the purpose of assessing my/our application for consumer credit.

### 3. Access to Consumer Credit Information (Section 18K(1)(b), Privacy Act 1988)

I/we agree that BEST Internet & Telecom Pty Ltd ACN 127 715 360 may obtain a consumer credit report containing information about me from a credit reporting agency for the purpose of assessing my/our application for commercial credit.

### 4. Exchange of Credit Worthiness Information (Section 18N, Privacy Act 1988)

I/we agree that BEST Internet & Telecom Pty Ltd ACN 127 715 360 may exchange information with those credit providers named in this application or named in a consumer credit report issued by a credit reporting agency for the following purposes:

- to assess an application by me/us for credit
- to notify other credit providers of a default by me/us
- to exchange information with other credit providers as to the status of this loan where I am in default with other credit providers
- to assess my/our credit worthiness.

I/we understand that the information exchanged can include anything about my/our credit worthiness, credit standing, credit history or credit capacity that credit providers are allowed to exchange under the Privacy Act.

### 5. Agreement to a credit provider being given a consumer credit report by a credit reporting agency to assess a guarantor (Section 18K 1(c) Privacy Act 1988)

I/we agree the BEST Internet & Telecom Pty Ltd ACN 127 715 360 may obtain from a credit reporting agency a consumer credit report containing information about me/us for the purpose of assessing whether to accept me/us as a guarantor for credit applied for by, or provided to, the borrower(s) [named in agreement]. I/we agree that this agreement commences from the date of this agreement and continues until the credit covered by the borrower(s) application ceases.

### 6. Agreement to a credit provider disclosing a report including a consumer credit report to potential or existing guarantor (Section 18K (1) Privacy Act 1988)

I/we agree that BEST Internet & Telecom Pty Ltd ACN 127 715 360 may give to a person who is currently a guarantor, or whom I/we indicated is considering becoming a guarantor, a credit report containing information about me/us for the purpose of [name of prospective guarantor] deciding whether to act as a guarantor, or to keep [name of existing guarantor] informed about the guarantee. I/we understand that the information disclosed can include anything about my/our credit worthiness, credit standing, credit history or credit capacity that credit providers are allowed to disclose under the Privacy Act, and includes a credit report.

Name (please print) \_\_\_\_\_  
Signature \_\_\_\_\_ Date \_\_\_\_\_

Name (please print) \_\_\_\_\_  
Signature \_\_\_\_\_ Date \_\_\_\_\_