



# Application Form

Service Application for Ecotel, ABN: 87 204 013 042, 10 Thomas St , Yarraville, Vic 3013.  
 Call 1300 104 707 | Fax 1300 104 733 | Email: sales@1300ecotel.com.au | Go to: www.1300ecotel.com.au

<b>1 Customer Business Customers</b>	<b>2 Phones</b>	<b>3 Mobiles</b>	<b>4 Internet</b>	<b>5 Payment</b>
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Legal Entity		Trading As		
ACN/ARBN		ABN		Years Trading
Contact Title	Name			Position
Address 1		Address 2		
City/Suburb		State	Postcode	
<b>Billing Address (if different from above)</b>				
Address 1		Address 2		
City/Suburb		State	Postcode	
Telephone	Mobile			
Email	Desired Online Password			

<b>Home Customers</b>				
Title	Name			
Drivers License / Passport No	Date of Birth			
Address 1		Address 2		
City/Suburb		State	Postcode	
Telephone	Mobile		Fax	
Email	Desired Online Password			

<b>Billing Options</b>				
<input type="checkbox"/> Post Bill	<input type="checkbox"/> Email Bill	<input type="checkbox"/> Itemise Bill	<input type="checkbox"/> Auto Pay (please section 5)	

<b>Declaration</b>
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I (the Customer) apply to Ecotel for the supply of Telephone Services for the service numbers listed in section 2 and or for the supply of Mobile services for the service numbers listed in section 3 and for the supply of internet services as specified in section 4 and for the supply of any equipment related to the provision of any of these services as specified in this Application. I acknowledge that: Telephone Services and or Mobile Services and or Internet Services are provisioned subject to the Standard Customer Agreement and or Summary Customer Agreement which is a standard form of agreement for the purpose of Part 23 of the Telecommunications Act1997 (Cth) as filed with the Australian Communications Authority from time to time. By signing this Application I agree that I have been given the opportunity to read, or I have read, and agreed to abide by the terms and conditions set out in the Standard Customer Agreement and or Summary Standard Customer Agreement: This Application is deemed accepted by Ecotel at the time my Telephone Services or Internet Services are activated or for Mobile Services at the earlier of the time my mobile Services are activated or my SIM card is delivered; For Telephone Services, if I agree to a minimum term contract, under section 2 of this agreement, then early termination charges will apply if I terminate during that minimum term. Early termination charges will be as specified in section 2 of this agreement. For Mobile Services, if I agree to a minimum term contract, under section 3 of this agreement, then early termination charges will apply if I terminate during that minimum term. Unless otherwise stated in section 3, the early termination charge is calculated by totaling the minimum monthly spend plus any additional monthly handset costs and multiplying this total figure by the remaining months left of the minimum term. For Internet Services, if I agree to a minimum term contract, as specified in section 4 of this agreement, then early termination charges will apply if I terminate during that minimum term. Early termination charges will be as specified in section 4 of this agreement. For all non-contracted Telephone (incl. INBOUND), Mobile and Internet Services, should the customer(s) churn/port away from or discontinue to be a customer of ECOTEL within the first 6 months; a \$100.00 fee will be charged to their last bill/invoice, if within 12 months (and after 6 months): a \$50.00 fee will be charged to the customer. By executing this application the signatory warrants that the signatory is duly authorized to execute this application on behalf of the customer set out in Section 1. ECOTEL is a carbon neutral company; As such wherever possible your monthly bill will be emailed to you. If you wish for your bill and any other news to be sent to you via Australia Post, then you will be charged a \$2.50 fee per bill. By signing this document you agree to our standard form of agreement which can be viewed at [www.1300ecotel.com.au](http://www.1300ecotel.com.au). All Ecotel and Optus cap plans are subject to a fair use/go policy.

<b>Privacy &amp; Spam</b>
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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 service numbers. 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, as denied under the SPAM ACT 2003, please check this box

<b>Credit Checks</b>
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Name of Current Employer		Length of Time with Current Employer		
Work Contact Number		Previous address details (if at current address for less than 2 years):		
Address 1		Address 2		
City/Suburb		State	Postcode	

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 (Section 18(E)(1) Privacy Act 1988) allows us to give a credit reporting agency certain personal information about you; The information we disclose to a credit reporting agency includes permitted information which will allow you to be identified, the fact that you have applied for credit and the amount, the fact that we are a current credit provider to you, repayments that are more than 60 days overdue and for which debt collection action has started, information that in our opinion you have committed a serious credit infringement (that is, acted fraudulently or shown as intention not to comply with your credit obligations) and cheques drawn by you for \$100 or more which have been dishonored more than once; Agree to our obtaining from a credit reporting agency a credit report containing information about your personal credit worthiness for all purposes of assessing your application and assisting in collecting overdue payments and to our obtaining information about your commercial activities or commercial credit worthiness (Section 18L(4) Privacy Act 1988) 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 (Section 18N Privacy Act 1988) 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 standing, credit history or credit capacity which the Privacy Act allows credit providers to give to or receive from each other.

Your Autograph			
Authorised Representative Signature		Authorised Representative Name	
X		X	
Position (Business Customers)	X	Date	X

Office Use Only	
Account Number:	
Dealer/Referring Name	Dealer Code/Referring Account Number

**Additional Comments:**

**2.1 Services**

Churn	New	Service Number	Service Type	Department	Plan	Term	Long Diist	Full Serv
<input type="checkbox"/>	<input type="checkbox"/>		PSTN			0 months	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>		PSTN			months	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>		PSTN			months	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>		PSTN			months	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>		PSTN			months	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>		PSTN			months	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>		PSTN			months	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>		PSTN			months	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>		PSTN			months	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>		PSTN			months	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>		PSTN			months	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>		PSTN			months	<input type="checkbox"/>	<input type="checkbox"/>

ISDN Number Range From to  ISDN  DAL

Telephone Company from **TELSTRA** Telephone Company to **Ecotel**

**Special Terms**

**2.2 Inbound Services**

New	Port	Service Number	Answer Point	Overflow	Complex Routing	SmartNumber ROU PIN (if app)	Setup Fee	Monthly Fee
<input type="checkbox"/>	<input type="checkbox"/>						\$	\$
<input type="checkbox"/>	<input type="checkbox"/>						\$	\$
<input type="checkbox"/>	<input type="checkbox"/>						\$	\$
<input type="checkbox"/>	<input type="checkbox"/>						\$	\$

Wholesale Carrier Name Wholesale Carrier Account No

**Transfer Authority**

I, the authorised signatory, have responsibility for dealing with telecommunications matters and am authorised to sign this transfer authority and make the changes to the services listed in section 2 above and agree that The telephone service number(s) under the accounts identified in section 2 above are to be transferred to Ecotel. I acknowledge that the service numbers provided in section 2 above are correct and correspond to the service numbers I require to be transferred to Ecotel. A porting charge may apply for each 13, 1300 or 1800 service number. There may be consequences from the transfer arising from my existing telephone contract and it is my responsibility to check the terms and conditions of any existing contracts relevant to the services being transferred. Ecotel may choose my carrier. I acknowledge that I may surrender all incentives and benefits with my current telephone company (eg. Discount plans, charity concessions). Ecotel can ask my current telephone company to release me. I authorise Ecotel to sign on my behalf and in my name forms of authority to my current Supplier to transfer my services into my name. The telephone service number(s) will remain active with my current telephone company until the transfer is effective. I will be solely responsible to Ecotel for all charges incurred by me on the service numbers I have provided to Ecotel for transfer to them, after the date the transfer is effective. I understand I will still be responsible to my current telephone company for any charges which are incurred and/or billed up to the date the transfer is effective. I will contact my current telephone company in relation to providing service and any faults until the transfer is effective.

**Your Autograph**

Authorised Representative Signature <b>X</b>	Authorised Representative Name X
Position (Business Customers)	X
Date	X

### 3.1 Services

Network choice:     Optus 3G/HSDPA                       Telstra    If Adding Blackberry, see section 3.4

New	Port	Mobile No.	SIM Number	Plan Name	Add BB?	Term	Monthly Fee	Included Value
<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>	0 months	\$	\$
<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>	months	\$	\$
<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>	months	\$	\$
<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>	months	\$	\$
<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>	months	\$	\$

### 3.2 Handsets

Mobile Number	Handset Make	Handset Model	Outright Price	Contract Term	Ext Warranty	Insurance	Monthly Fee
			\$	months	<input type="checkbox"/>	<input type="checkbox"/>	\$
			\$	months	<input type="checkbox"/>	<input type="checkbox"/>	\$
			\$	months	<input type="checkbox"/>	<input type="checkbox"/>	\$
			\$	months	<input type="checkbox"/>	<input type="checkbox"/>	\$
			\$	months	<input type="checkbox"/>	<input type="checkbox"/>	\$

### 3.3 Mobile Number Porting Authority

Mobile Number	Current Service Provider	Account Number (if post-paid)	Date of Birth (if pre-paid)	Port Date*

### 3.4 BlackBerry Bolt On

Plan Name	Monthly Access Fee	Price Per MB	Contract Term	Inc Data	Data Price per KB
	\$	\$			\$
	\$	\$			\$
	\$	\$			\$
	\$	\$			\$

### Special Terms

\*Porting hours: 8am to 8pm Mon-Fri and 10am to 6pm on Sat (AEDST/AEST), except national public holidays. Porting must take place within 30 days of the authorisation date on this form.

I authorise: The above mobile service numbers to be ported to Ecotel the mobile service numbers listed above, the identity of my new service provider (Ecotel) and network type to be disclosed to other network providers and portability service suppliers for the purpose of complaint handling, network fault management, and the routing of calls and SMS messages to my mobile service number after porting activity has taken place. A nominated representative of Ecotel (acting in good faith) to complete and sign a new MNP Customer Authorisation for the purposes of carrying out the port to Ecotel in circumstances where this MNP Authorisation expires, additional details are to be added, editing or deleting details are required. A nominated representative of Ecotel (acting in good faith) to complete any blank spaces, missing or incomplete information on this MNP Customer Authorisation on my behalf.

I acknowledge and agree that: I am authorised to request the porting of the mobile service numbers listed on this form. I have been advised that by porting the mobile service numbers listed on this form, the service and/or related services associated with that number may or may not be disconnected from the existing mobile service provider, and may result in finalisation of the account. The Authorisation Date is the date I signed this MNP Customer Authorisation. This MNP Customer Authorisation is valid for 30 days from the Authorisation Date. There may be costs and obligations associated with my existing mobile service and with porting my mobile service numbers. I may or may not have an existing contract with my existing mobile service provider; and my current contract may or may not include an obligation to make an early termination payment to my existing service provider.

### Your Autograph

Authorised Representative Signature <b>X</b>	Authorised Representative Name X		
Position (Business Customers)	X	Date	X



#### 4.5 Email Addresses

You may have up to 6 email addresses on your service. Please specify the email address/es you would like

Email Address	@1300ecotel.com.au	Password	Email Address	@1300ecotel.com.au	Password
	@1300ecotel.com.au			@1300ecotel.com.au	
	@1300ecotel.com.au			@1300ecotel.com.au	
	@1300ecotel.com.au			@1300ecotel.com.au	

#### 4.6 Domain Registration

New Registration Fee \$ Please choose up to 4 in order of preference for us to register for you:

1 <sup>st</sup> Choice	www.	2 <sup>nd</sup> Choice	www.
3 <sup>rd</sup> Choice	www.	4 <sup>th</sup> Choice	www.

<input type="checkbox"/> Transfer	Domain Name	Registry Key	Transfer Fee	\$
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#### 4.7 Web & Mail Hosting

SQL  Y  N Domain Name Registry Key Monthly Fee \$

Please list the email accounts you need us to host for you. If further accounts/aliases required, please provide separately.

Email Address	Password	Email Address	Password

#### 4.8 VoIP

Services:

Plan	Indial	Prefix	Voicemail	PIN	Email Address for Voicemail	Monthly Fee
	Yes		Yes			\$
	Yes		Yes			\$
	Yes		Yes			\$
	Yes		Yes			\$
	Yes	02	Yes			\$
	Yes	02	Yes			\$
	Yes	02	Yes			\$
	Yes	02	Yes			\$

Hardware:

VoIP Hardware	Make	Model	Fee	Quantity	Total		
IP Handset			\$		\$		
ATA			\$		\$		
Modem			\$		\$		

We recommend a minimum internet connection speed of 512/128 for optimum call quality, and ideally 512/512. Customers using this VoIP service on connections slower than 512/128 may experience issues with call quality.

#### Your Autograph

Authorised Representative Signature <b>X</b>	Authorised Representative Name <b>X</b>
Position (Business Customers) <b>X</b>	Date <b>X</b>

**5.1 Direct Debit Request (from Credit / Debit Card or Bank Account)**

**Direct Debit from Credit / Debit Card**

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Card Type  Visa  MasterCard  Amex  Diners  BankCard

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Card Number Expiry Date (MM/YY)

---

Cardholders Name (as on card)

---

**Direct Debit from Bank Account**

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Name of Financial Institution Branch of Financial Institution

---

BSB Number Account Number

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**Direct Debit Schedule:**

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Commencement Date Day to process Direct Debit each month (e.g 12<sup>th</sup>)

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I/we authorise and request Ecotel to debit the account indicated above for any outstanding amount shown on the bill on the due date each month.

**Your Autograph/s**

Authorised Representative Signature 1		Authorised Representative Signature 2	
Authorised Representative Name 1		Authorised Representative Name 2	
Position (Business Customers)		Position (Business Customers)	
Date		Date	

**Our commitment to you:** This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Ecotel and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

**Initial terms of the arrangement:** In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for telecommunications and associated services.

**Drawing arrangements:** The first drawing under this Direct Debit arrangement will occur on the due date of your first bill from us on or after the commencement date you have agreed to above. If any drawing falls due on a non-business day, it will be debited to your account on the next business day following/the previous business day preceding the scheduled drawing date. We will give you at least 14 days notice in writing or some other means of your choice when changes to the initial terms of the arrangement are made. This notice will state any changes to the initial terms. If you wish to discuss any changes to the initial terms please contact our customer service team during business hours on 1300 3268351 or via e-mail at sales@1300ecotel.com.au.

**Your rights:** Changes to the arrangement: If you want to make changes to the drawing arrangements please contact our customer service team during business hours on 1300 104 707 or via e-mail at sales@1300ecotel.com.au. These changes may include: deferring the drawing; or altering the schedule; or stopping an individual debit; or suspending the DDR; or canceling the DDR completely.

**Enquiries:** Direct all enquiries to us, rather than to your financial institution, and these should be made at least 10 working days prior to the next scheduled drawing date. All communication addressed to us should include your 6 digit customer account number. All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account. If information will not be kept confidential, you may wish to explain how, why and to whom this information will be made available to.

**Disputes:** If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting our customer service team during business hours on 1300 104 707 or via e-mail at sales@1300ecotel.com.au. Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them. If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim within 5 business days (for claims lodged within 12 months of the disputed drawing); or within 30 business days (for claims lodged more than 12 months after the disputed drawing). You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing.

**Your commitment to us:** It is your responsibility to ensure that your nominated account can accept direct debits (your financial institution can confirm this); on the drawing date there is sufficient cleared funds in the nominated account and you agree to advise us if the nominated account is transferred or closed. If your drawing is returned or dishonoured by your financial institution, we will contact you to arrange an alternative method of payment. Late payment fees may apply. Any transaction fees payable by us in respect of the above will be added to your monthly bill from us.