

## Filling in this Form

This form is used to apply for TPComm Telephone and/or Internet Services. Please call 1300 797 816 if you need assistance with this form.

## Step 1 - Your Details

**IMPORTANT:** Your Telephone Service must remain active during transfer. TPComm Full Service and ADSL services are not available to Optus Cable customers.

Company ABN: \_\_\_\_\_

Company Name: \_\_\_\_\_

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

Unit No: \_\_\_\_\_ Street No: \_\_\_\_\_

Street Name: \_\_\_\_\_

City/Suburb: \_\_\_\_\_

State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Is your place of residence:  Owned by you  Rented

Date of Birth: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ (dd/mm/yyyy)

Password Choice: \_\_\_\_\_  
(A password is required to protect your account information)

Driving License and/or Medicare: \_\_\_\_\_

Daytime Contact No: \_\_\_\_\_

E-mail address: \_\_\_\_\_

How did you hear about TPComm:  
(if referred by TPComm customer please provide their phone number)

## Step 2 - Transferring your Phone Number

Who currently bills you for your line rental and local calls?

Telstra | Telstra Account No: \_\_\_\_\_

Other | Please Specify: \_\_\_\_\_

Service:  Business Full Service (line rental and calls)  
 Residential Full Service (line rental and calls)  
 Pre-Select (calls only)

**Existing Silent Numbers will transfer automatically**  
(Otherwise mark you preferences with a cross)

- I would like a NEW Silent Number (charges apply)
- I would NOT like a Silent Number
- I would like to cancel my existing Silent Number

## Record of Primary Telephone Number to be transferred

Phone Number:

Special Services:  Call Waiting  MessageBank

Faxstream Duet or Multiple numbers on line  
(if so enter 2<sup>nd</sup> Number below)

Enter Number: \_\_\_\_\_

To transfer other numbers please enter them below:

|       |       |
|-------|-------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

## Step 3 - Internet Packages (Tick one plan only)

- Basic Dial-Up 56k - \$12.95 (with Full Service)
- Basic Dial-Up 56k - \$16.95 (without Full Service)
- Intro 256k - \$24.95 (with Full Service)
- Intro 256k - \$29.95 (without Full Service)
- Unlimited 256k - \$54.95 (with Full Service)
- Unlimited 256k - \$59.95 (without Full Service)
- Intro 512k - \$49.95 (with Full Service)
- Intro 512k - \$54.95 (without Full Service)
- Unlimited 512k - \$89.95
- Unlimited 1500k - \$169.95

## Step 4 - ADSL Requirements

I want to transfer my existing ADSL from another Internet Service Provider (charges apply)

Current ISP: \_\_\_\_\_

- I want to Sign Up for a new Dial-Up connection
- I want to Sign Up for a new ADSL connection

Contract:  6 months (\$150 Installation)  
 12 months (\$150 Installation)  
 24 months (Free Installation)

Do you want TPComm to provide the modem (\$169):  
 Yes  No

Please suggest 2 usernames using lower case letters and hyphens (-) only:

Option 1: \_\_\_\_\_

Option 2: \_\_\_\_\_

## Step 5 - Agreement to Service Conditions

By Signing this document I state that:

- I agree to switch and/or connect local and long distance and/or ADSL service to TPComm (whichever applicable)
- I understand that my telephone service needs to be registered in my name with my with my current service provider to apply for TPComm Full Service and/or ADSL Service
- I understand that a minimum 6 month contract applies to TPComm Voice and ADSL Services
- I understand that if I cancel my ADSL before the end contract period I will be required to pay \$75
- I understand that the application for TPComm Services is subject to availability and approval
- I understand that restrictions and/or credit terms may apply for Premium Rate Services (e.g. 1900 services)
- I understand that I remain responsible for any contractual obligations and charges after the date of transfer from my previous service provider
- I understand that if I relocate premises, and subject to availability, an ADSL re-location charge of \$150 will apply
- I authorise TPComm to make arrangements with my current service provider to transfer my telephone and/or ADSL services
- I understand that by transferring my telephone and/or ADSL service I am bound to TPComm Terms and Conditions
- I have authority to sign this agreement and by doing so am certifying the details are correct
- I understand that I am subject to TPComm credit assessment policy
- I authorise TPComm to access account information on my behalf from my current service provider in relation to transferring services to TPComm
- I understand that some benefits/discount/special services from my existing supplier will not automatically be transferred or available via TPComm

### 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). TPComm 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 TPComm 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 TPComm] 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 TPComm has been paid or otherwise discharged.

## Step 6 - Authorisation

By signing the authorisation I have read and agree to the above mentioned terms and conditions of this form

|  |
|--|
| <p><b>Sign Here:</b> _____</p> <p><b>Full Name:</b> _____</p> <p><b>Company Name:</b> _____</p> <p><b>Position:</b> _____</p> <p><b>Date:</b> _____ / _____ / _____ (dd/mm/yyyy)</p> |
|--|

Thank you for your application. We will notify you when your phone number and/or service or ADSL is complete (can take up to 20 days)



Direct Debit Request

New Customer Form

Customer Reference:  TPA GEN 12293

Surname :  (Or Business Name) Given Name :

Mobile Ph :   I authorise Ezi Debit to remind me of upcoming debits via SMS.

Email :

**Debit Arrangement / Payment Details**

And/Or the total amount billed for the specified period for this and any other subsequent agreements or amendments.

I authorise and request the debit user detailed below to debit payments from my nominated account, as specified below, at intervals and amounts as directed by Trans Pacific Communications Pty Ltd T/A TP Comm as per the Terms and Conditions of the Trans Pacific Communications Pty Ltd T/A TP Comm agreement and subsequent agreements.

Fees / Charges

|                            |                         |                         |                         |                         |                                |  |                              |        |
|----------------------------|-------------------------|-------------------------|-------------------------|-------------------------|--------------------------------|--|------------------------------|--------|
| <b>Administration Fee:</b> | <b>Paid by Business</b> | <b>Transaction Fee:</b> | <b>Paid by Business</b> | <b>Credit Card Fee:</b> | Visa/Mastercard<br>Amex/Diners | <b>Paid by Business</b><br>4.4% (min \$1.10) | <b>SMS Payment Reminder:</b> | \$0.45 |
|----------------------------|-------------------------|-------------------------|-------------------------|-------------------------|--------------------------------|--|------------------------------|--------|

**Debit from Bank, Building Society or Credit Union Account**

Direct Debit is not available on the full range of accounts – if in doubt please refer to your financial institution

Financial Institution:  Branch:

BSB Number:  —  Account Number:   
(9 Digits MAX)

Account Holder Name(s):

I / We authorise Ezi Debit Australia Pty Ltd User ID 165969 to debit my/our account at the Financial Institution identified above through the Bulk Electronic Clearing System (BECS) in accordance to the Payment Details stated above and as per the Service Agreement provided.

**Debit from Credit Card**

VISA  MasterCard  AMEX  Diners

Card Number:

Expiry Date:  /

Card Holder Name:

By signing this form, I / We authorise **Ezi Debit Australia Pty Ltd**, acting on behalf of the business to debit payments from my specified credit card above, and I / we acknowledge that **Ezi Debit Australia** will appear as the business name on my credit card statement.

**This Authorisation is to remain in force in accordance with the Terms and Conditions on this page, the provided Service Agreement, and I/we have read and understand the same.**

Signature(s) of Nominated Account  Date

D D / M M / Y Y Y Y

Office Use Only:

T1

Received Date:

Reference No:

Ver 1.0

**COMPLETE USING BLACK INK ONLY**

## DDR Service Agreement

I/We hereby authorize Ezi Debit Australia Pty Ltd (ACN: 096 902 813) **Direct Debit User ID number 165969** (herein referred to as Ezi Debit) to make periodic debits on behalf of the "Business" as indicated on the front of this Direct Debit Request (herein referred to as the Business)

I/We acknowledge that Ezi Debit is acting as a Direct Debit Agent for the Business and that Ezi Debit does not provide any goods or services and has no express or implied liability in regards to the goods and services provided by the Business or the terms and conditions of any agreement with the Business.

I/We acknowledge that the debit amount will be debited from my/our account according to the terms and conditions of the agreement with the Business.

I/We acknowledge that bank account and credit card details have been verified against a recent bank statement to ensure accuracy of the details provided. If uncertain you should contact your financial institution.

I/We acknowledge that it is my/our responsibility to ensure that there is 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 your financial institution. I/We acknowledge and agree 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 Ezi Debit will not be held responsible for any fees and charges that may be charged by your financial institution.

I/We Acknowledge that there may be a delay in processing if:

- 1) There is a public or bank holiday on the day, or any day after the debit date
  - 2) A payment request is received by Ezi Debit on a day that is not a Banking Business Day
  - 3) A Payment request is received after normal Ezi Debit cut off times, being 4pm QLD time Monday to Friday.
- Any payments that fall due on any of the above will be processed on the next business day.

I/We authorise the Business to vary the amount of the payments from time to time as provided for within the Business agreement. I/We authorise Ezi Debit to vary the amount of the payments upon instructions from the Business. I/We do not require Ezi Debit to notify me/us of such variations to the debit amount.

I/We acknowledge that the business is to provide 14 days notice if proposing to vary the terms of the debit arrangements.

I/We acknowledge that variations to the debit arrangement will be directed to the Business.

I/We acknowledge that any request to stop or cancel the debit arrangement will be directed to the Business.

I/We acknowledge that any disputed debit payments will be directed to the Business. If no resolution is forthcoming you are advised to contact your financial institution.

I/We acknowledge that if a debit is returned by my/our financial institution as unpaid, I/We will be responsible for any fees and charges for each unsuccessful debit in addition to any financial institution charges and collection fees, including and not limited to any solicitor fees and collection agent fees appointed by Ezi Debit.

I/We authorise Ezi Debit to attempt to re-process any unsuccessful payments as advised by the Business.

I/We acknowledge that if specified by the Business, a setup, variation, SMS or processing fees may apply as instructed by the Business.

### Credit Card Payments

I/We acknowledge that "Ezi Debit Australia" will appear as the business name for all payments from credit card. I/We acknowledge and agree that Ezi Debit 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 the business as Ezi Debit is acting as a 3<sup>rd</sup> party payment provider. I/We Acknowledge and agree that in the event that a claim is made, Ezi Debit will not be liable for the refund of any funds.

Ezi Debit 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 in it relating to an alleged incorrect or wrongful debit, or otherwise required by law. Further information relating to Ezi Debit's Privacy Policy can be found at [www.ezidebit.com.au](http://www.ezidebit.com.au)

Credit Card Fees are a minimum of the transaction fee or the credit card fee which ever is greater.

I/We authorise:

- 1) The Debit User to verify details of my/our account with my/our financial institution
- 2) The Financial Institution to release information allowing the Debit User to verify my/our account details.