

NBN Service Order Application Form

1. Account Holder

Business name * ACN/ABN *

Surname (Account holder) * Given Name(s) *

2. Billing and Technical contact details

Billing address * Suburb *

State * Postcode *

Accounts payable E-mail Address * Accounts payable phone number *

Technical contact (Full name)

Phone number E-mail Address

3. I would like to connect to the NBN at the following address

Suite / Unit Number Level / Floor Number Street Number *

Street Name *

Suburb * State * Postcode *

Select required service capacity * (Enter X in your selection):

25/5 Mbps \$70.00 inc GST p/month 50/20 Mbps \$85.00 inc GST p/month 100/40 Mbps \$99.95 inc GST p/month

Select service delivery options * (Enter X in your selection):

Huawei HG659 \$145.95 inc GST once off (includes configuration and shipping)

NTU only no equipment required

Included Internet data: UNLIMITED. Connection fee: \$199.00. Minimum contract duration: rolling month to month. 30 calendar days written cancellation notice required. Refundable security deposit equivalent to one month of services fees is required. 1 static IP address is provided free with all NBN plans. Additional charges may apply to NBN plans and are outlined in the CIS page 2 of the NBN application form.

Business Name * Full name * Date *

I am an authorised company representative. I accept and agree to terms and conditions as published on <https://au.voipcloud.online/legal>, Master Service Agreement, Service Schedule and SLA - Internet Connectivity and page 2 & 3 of the NBN Application Form - Critical Information Summary

Signature of authorised company representative

Critical information summary

1. Information about the service

VoIPcloud provides NBN services for the purpose of improving quality of VoIP connectivity.

NBN Speeds are denoted as the maximum port speed, the actual speed an end user will achieve could vary due to a number of factors including but not limited to the access technology type used, the performance of the local infrastructure and cabling, the number of users in the area, the equipment used, the source and destination of content accessed on the internet.

For FTTB/N, the maximum can fall anywhere in the range of **25-50/5-20Mbps** with the **50/20Mbps** plan and in the range of **25-100/5-40Mbps** with the **100/40Mbps** plan.

NBN services provided by VoIPcloud Wholesale are unlimited internet usage and can be used for both, voice and data services. If the NBN service is utilised for both, data and voice traffic, it is highly recommended to install a suitable QoS (Quality of Service) router that would give a higher priority to voice traffic.

VoIPcloud Wholesale does not guarantee the end user will get the maximum port speed.

2. Information about billing and pricing

Service charges are billed on the first calendar day of each month on a pro-rata basis. Automatic payments can be setup from stored bank cards, direct debiting facilities, or a PayPal account, configured from inside the customer portal. Postpaid billing accounts will require a refundable security deposit equivalent to one calendar month of service charges.

Customers will be provided with a username and password to access an online customer portal, which will allow the ability to control account billing, invoices, payment receipts and history, service subscriptions and usage reporting.

Service usage reports will be automatically emailed to the customer on the 1st calendar day of each month. VoIPcloud does not provide paper-based invoices, invoices will be emailed through to the nominated email addresses, configured from inside the online customer portal, every time a payment is made.

NBN Service	Price AUD (inc GST)
Once off new service activation	\$199.00 once off
NBN 25/5 mbps	\$70.00 p/month
NBN 50/20 mbps	\$85.00 p/month
NBN 100/40 mbps	\$99.95 p/month

Maximum monthly spend:

\$70.00 AUD inc GST for NBN 25/5mbps

\$85.00 AUD inc GST for NBN 50/20mbps

\$99.95 AUD inc GST for NBN 100/40mbps

Cancellation fees:

The maximum cancellation fee for NBN 25/5mbps:

\$70.00 AUD inc GST

The maximum cancellation fee for NBN 50/20mbps:

\$85.00 AUD inc GST

The maximum cancellation fee for NBN 100/40mbps:

\$99.95 AUD inc GST

Minimum Term:

The minimum term of NBN services are 30 calendar days also known as month to month rolling. 30 calendar days notice in writing by email to support@au.voipcloud.online is required for a cancellation of NBN service.

The minimum fee for NBN 25/5mbps service over the 30 calendar day term:

\$269.00 AUD inc GST

The minimum fee for NBN 50/20mbps service over the 30 calendar day term:

\$284.00 AUD inc GST

The minimum fee for NBN 100/40mbps service over the 30 calendar day term:

\$298.95 AUD inc GST

The table below outlines additional fees and charges that may be applicable to NBN services:

Description	Price AUD (inc GST)
NBN new development charge	\$360.36
Reconnection of suspended service or change of speed	\$199.00
Late payment fee	\$15.00
Late cancellation or missed on-site appointment	\$99.00
Incorrect callout during initial installation	\$99.00
No Fault Found (No Truck Roll Required)	\$66.00
Installation of central splitter on a FTTB/N service during initial	\$211.20
Transition Reversal in the event a FTTB/N was unauthorised	\$330.00
Voiceband reinstatement/transition reversal	\$330.00
Professional HFC-NTD Installation on a HFC AVC	\$198.00 + labour rate (\$99/hour) + materials
Installation for non standard installation	Labour rate (price determined by NBN onsite) + materials over and above initial standard installation
Subsequent Installation	\$356.40 + labour rate (\$99/hour) + materials over and above initial standard installation
Installation of Central Splitter on a FTTB/N service post installation	\$310.20 + labour rate (\$99/hour) + materials

3. Service installation and restrictions

- Subject to business broadband access network being available at the premises listed on the application form <https://www.nbnco.com.au/business>.
- VoIPcloud Wholesale provides no guarantee that the NBN Fibre service will be provided within any specified timeframe. Standard processing timeframes for NBN service provisioning are 5 – 60 business days, however in some cases this can take longer.
- NBN co and its sub-contractors may need to perform an installation to the premise or building depending on the service delivery type. Installing equipment on roofs, digging up gardens, drilling through walls, and installing network devices into building may be required. NBN co and its sub-contractors endeavour to take all care as responsibly possible to avoid damage and restore gardens to their original appearance after works. VoIPcloud wholesale does not take any responsibility for damaged caused by the NBN co and its sub-contractors.
- Due to the copper pair being used to provide the NBN service, any existing services on the copper line will be disconnected when the NBN service is activated. Fax machines, voiceband services, ADSL, Telstra special services, and alarm systems.

Critical information summary

- e. Delivery to the NTU to the premises is included, you will also require a NBN certified network router for the type of handoff delivery of the NBN service. For example, HFC, FTTN, FTTC, Wireless. (A NBN certified network router can be purchased from VoIPcloud Wholesale in this service order or from another hardware supplier).
- f. Connection will be provided to the NTU at the customer premises. Customer may have to organise additional data cabling from the NTU to its desired network router location.
- g. Actual download and upload speeds achievable can fall anywhere in the range for **25-50/5-20Mbps** with **50/20Mbps** plan and in the range for **25-100/5-40Mbps** with **100/40Mbps** plan. VoIPcloud Wholesale does not guarantee you will get the maximum port speed.

Central splitter information

There are specific responsibilities that relate to the purchase and ownership transfer of a central splitter:

VoIPcloud Wholesale limits any liability it may have for or in connection with any goods or services provided in the course of NBN Co's installation of a Central Splitter at the relevant customer or end user premises, to using its best endeavours to:

- (a) in the case of services, procuring NBN Co to supply the services again; and
- (b) in the case of goods, to (at VoIPcloud Wholesale's election) procuring NBN Co to replace the goods, supply equivalent goods or repair the goods within 2 years from the date of NBN Co's installation of a Central Splitter. By ordering a central splitter, you acknowledge that:

- (a) NBN requires the transfer of title and risk of the Central Splitter to you immediately upon completing the installation, to avoid interference with churn, or other issues with moving and removing the Central Splitter; and
- (b) title and risk in any Central Splitter supplied by NBN Co will pass from NBN Co to you immediately upon completion of the Professional Splitter Installation. VoIPcloud Wholesale will use reasonable endeavours to transfer title in the Central Splitter to you.

After VoIPcloud Wholesale transfers title in the Central Splitter to you, you must:

- (a) procure that you use reasonable endeavours to transfer title to the owner of the common property or premises where the Central Splitter is installed.

You must not:

- (a) remove a Central Splitter that is installed on the NBN Co Network; or
- (b) prevent, or impose conditions on, the use of any Central Splitter, after it ceases to be used in relation to a product of you.

Service suspension and cancellation for non-payment

If you have an outstanding invoice that is overdue by more the 30 calendar days, VoIPcloud Wholesale reserve the right to suspend your NBN service. If an outstanding invoice remains overdues for more than 60 calendar days, your service will be cancelled.

Additional information

Account balances and service usage information can be obtained from within the online customer billing portal: <https://au.voipcloud.online/customer>

This document only outlines the critical information summary and should be read in conjunction with the VoIPcloud Master Services Agreement, Voice (IP) Service Schedule and SLA, Porting Terms and Conditions, and service policies. A full set of terms and condition can be located at <https://au.voipcloud.online/legal>

Customer service details



You can contact us
on 03 906 77700



Support requests can also be emailed
to support@au.voipcloud.online

Complaint resolution

If you wish to make a complaint, please contact VoIPcloud using details published on our website. We take complaints very seriously and assure you that any matter you raise will be carefully investigated. However, if you have exhausted all venues for resolving your complaint within VoIPcloud and are still not satisfied with the outcome, you may seek further assistance from Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058.