

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):

50/20 Mbps \$85.00 inc GST per month 100/40 Mbps \$99.95 inc GST per 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 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 top up by credit card and PayPal can be configured in the billing portal. Postpaid billing accounts will require a refundable security deposit equivalent to one calendar month of service charges.

You will be provided with an online username and password that will allow you to check your account usage, download invoices and top up your account.

Service usage reports will be automatically emailed to you on the 1st calendar day of each month. VoIPcloud does not provide paper based invoices. Invoices are emailed when a payment has been made, to the accounts payable contact listed on your customer billing account.

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

Maximum monthly spend:

\$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 50/20Mbps:

\$85.00 AUD inc GST

The maximum cancellation fee for NBN 100/40Mbps:

\$99.95 AUD inc GST

Minimum Term:

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 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**

Table below outlines additional fees and charges that maybe 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

Service limitations and restriction

- Subject to business broadband access network being available at the premises listed on the application form <https://www.nbn-co.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 20 – 60 business days, however in some cases this can take longer.
- Delivery to the NTU to the premises is included, you will also require a NBN certified network router (A NBN certified network router can be purchased from VoIPcloud Wholesale in this service order or from another hardware supplier).
- 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.
- 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.

Date * _____ Initial * _____

Critical information summary

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 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.

Customer service details

Our customer services department can be contacted on 03 906 77700. Support requests must be submitted via email to support@au.voipcloud.online.

Complaint resolution

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

Note: this document only outlines critical information summary in addition to the Master Services Agreement and Service Schedule Internet as published on our website: <http://au.voipcloud.online/legal>