

Customer / Account Holder Details

First Name		Last Name	
Phone No.		Email	
Dwelling Type	<input type="checkbox"/> House/Townhouse <input type="checkbox"/> Apartment/Flat/Unit	Building Name (If applicable)	
Floor/Level		Street No. and Name	
Suburb/Postcode		State	
Date of Birth		ID Type (tick one) <input type="checkbox"/> Driver Licence <input type="checkbox"/> Medicare Card <input type="checkbox"/> Passport	ID No.

NBN Plan Details

Choose your NBN Broadband Plan

Tick One	Plan Name	Typical Evening Speed	Monthly Fee
<input type="checkbox"/>	Home-NBN25	23 Mbps	\$59.95
<input type="checkbox"/>	Home-NBN50	45 Mbps	\$69.95
<input type="checkbox"/>	Home-NBN100	86 Mbps	\$89.95

Please refer to the Critical Information Summary for important information about actual speed.

Contract Term

Tick One	Contract Term	Activation Fee	ETF
<input type="checkbox"/>	0 month	\$99.00	\$0.00
<input type="checkbox"/>	12 months	\$49.50	\$110.00
<input type="checkbox"/>	24 months	\$0.00	\$175.00

If you received Special Offer, please enter the Offer Code or Details below:

Not applicable

Choose your Mode

- BYO – I have my own modem and will configure it myself
 Netcomm NF10WV Buy for \$110.00 Pay \$11 x 12 months
 Netcomm NF18AC Buy for \$150.00 Pay \$15 x 12 months

\$16.50 Delivery Fee applies (Standard Delivery 2-5 business days)

NBN Installation Details

Is this a new service or are you transferring your existing service from another ISP?

- This is a new NBN service
- I am transferring from an existing ISP.

Name of existing ISP:

UNI-D or CPI # for existing service (if you know it):

Note: if you don't know your UNI-D or CPI number, you should contact your existing ISP to cancel your service to avoid ongoing charges.

Is the address for installation of your service the same as your account contact address above?

- Yes – skip this section
- No – please complete the address details below

Dwelling Type	<input type="checkbox"/> House/Townhouse <input type="checkbox"/> Apartment/Flat/Unit	Building Name (If applicable)	
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Floor/Level		Street No. and Name	
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Suburb/Postcode		State	
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If your NBN technology is FTTN, FTTC or FTTB, it is possible to sacrifice an active copper pair (used by your PSTN phone and/or ADSL2+ service) for use by the NBN. If you do have an active copper pair, please provide the phone number or ULL number below.

Existing Phone or ULL number to sacrifice:	
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IMPORTANT:

Note that when sacrificing your Phone or ULL line, the existing Phone or ADSL2+ service on it will cease to work when it is taken over by the NBN. If you purchase a modem from us, we will aim to have your modem delivered before the activation date so you can have your AINS Telecom provided NBN Broadband service as soon as it is configured. We recommend using a temporary 4G service during this period while awaiting activation of your AINS Telecom provided NBN Broadband service (it can take from a few hours to 2 days from the time your phone line is taken over by NBN).

If you do not have a spare copper pair at your premises and you cannot sacrifice an existing phone or ADSL2+ service, there will be a Subsequent Installation Fee of \$300 charged by the NBN which will be on-charged to you. Our Sales Consultants will be able to advise whether you have a spare copper pair at your premises.

4G Backup

Would you like to add a 4G backup service?

- Yes please - \$60 for USB dongle and \$20 per month
- No thanks

Payment Options

Choose your payment method

- Direct Debit from credit card / debit card
- Pay manually by the due date

Please refer to the Critical Information Summary – Miscellaneous Fees for relevant payment fees and charges.

Credit Card Authorisation

If you are paying by Direct Debit, please authorise us to debit your Credit Card by completing the details below. Payment is 1 month in advance.

Only fill out this credit card authorisation if you are both the card holder and the Customer entering into this Agreement. **If the card holder is NOT the Customer**, then the card holder must fill out a separate Credit Card Authorisation Form.

Card Type	<input type="checkbox"/> VISA/MASTERCARD (1.5% surcharge) <input type="checkbox"/> AMEX (2.5% surcharge)	Card Number	
Expiry Date	/	Card Holder Name	

Customer Agreement

By signing this Service Application Form you, the Customer, agree to apply for the supply of Services from AINS Telecom as detailed herein.

You agree that:

- (1) submission of this application constitutes an irrevocable offer to AINS Telecom which may, in AINS's sole discretion, be accepted in whole or part by AINS;
- (2) you have read, understand and accept the terms contained in the SFOA or such other relevant agreement about AINS's handling of information about you (Personal Information) and you give AINS your consent to obtain and use credit information about you.
- (3) you have read, understand and accept that supply of Services shall be in accordance with:
 - a. the AINS Telecom Standard Agreement ("SFOA") available at www.ains.com.au
 - b. the Critical Information Summary attached to this Application Form; and
 - c. any other agreement as may be agreed in writing between the parties.

You certify that the details contained in this Service Application Form are complete and correct.

Print Name		Signature	
Date			