



Our Community Broadband Pty Ltd  
PO Box 5184  
Maroochydore BC  
Queensland 4558  
AUSTRALIA  
Phone: (07) 5322 5380  
email: info@ourcommunitybroadband.com.au

## 24 Month BROADBAND SERVICE CONTRACT

### Customer Information

First Name:  Last Name:

Company name (if applicable):

Service Address:

Suburb:  Postcode:

Mobile Ph:  (Required for text messaging alerts)

email:  Offer Code:

### Home phone service

Secure your home phone number and avoid line rental costs by running your home phone over your new broadband service. This contract is for a 24 month term and includes the handset. No shipping charges if ordered with broadband installation.

\*Please note that porting can take up to 6 weeks.

Yealink W52P Cordless handset \$22.00 / mth plus call costs. Please see next page for full details.

I will accept the number provided with the handset, or  
 \*Please port my phone number \$29.50 one off fee. My number is :

### Residential Broadband Service

#### Super Fast (25/5 Mbps Download/Upload)

<input type="checkbox"/> Small - 100GB \$ 49.50 mth	<input type="checkbox"/> Large - 500GB \$ 89.50 mth
<input type="checkbox"/> Medium - 200GB \$ 69.50 mth	<input type="checkbox"/> Unlimited \$109.50 mth

#### Home / Small Business Plan (25/5 Mbps Download/Upload – may not be available in all areas)

Home Bus IP 400 GB/mth \$129.50 mth (Includes a static IP address)

#### Optional Extra for Home Business Plan

\$33.00 / mth 4G Failover (only available in areas covered by the Telstra 4G Network)

## Residential Broadband Installation Fee

<input type="checkbox"/>	Single Storey \$299.00	<input type="checkbox"/>	Double Storey \$399.00	<input type="checkbox"/>	\$99.00 sign up fee for property already installed
<input type="checkbox"/>	Yes, please split my install fee. $\frac{1}{3}$ on installation, $\frac{1}{3}$ on each of the 2 following months invoices following the installation (due on the 1 <sup>st</sup> of the month)				
<input type="checkbox"/>	Owner/occupied	<input type="checkbox"/>	Rented and I have written permission from the Landlord/Body Corp for the installation		
<input type="checkbox"/>	Any extra Installation charges as agreed at survey				

## Payment Options

Our Community Broadband invoices your service monthly, in advance. Please complete and return the direct debit form with your preferred payment method. You will be billed on the 1<sup>st</sup> of every month, with your first payment being pro-rated, and charged with the installation fee on the day following the installation.

\*Please note additional fees of 2% are applied to all credit card transactions

## Installation terms & conditions

The installation includes all electronics and labour to install to a new pole (if required) up to 3m. The technician will advise what is required prior to undertaking any additional work and if a pole over 3m is required it will be an additional cost which we will discuss with you. You can decide not to have the service installed at this point if you wish and not be charged anything.

Please read the document we have provided – “The Installation Process” for full details about our standard installation. Should you decide to terminate a standard installation once a technician has arrived at your property you will be billed a \$199.00 call out fee.

Please note that we provide a wireless router as a Network Termination Unit which we use to tune and diagnose your service. We are unable to provide technical support if you remove or make alterations to this unit. If you request a technician visit at any point and we find that there is no fault with the internet of our making, you will be charged a \$99.00 call out fee.

## Additional Notes

### Home phone call costs per minute (calls are charged in 1 sec increments)

Local and National calls - 13c, Calls to mobiles - 22c, Calls to 13 and 1300 numbers - 43c

Please check that our broadband service is available for your address by contacting Our Community Broadband. Please refer to the Critical Information Summary online for full financial and technical details. This contract is for a 24 month period, to commence from the date that the service is installed and is working to your satisfaction. These plans operate on a residential contention of less than 50 to 1.

All prices are including GST and are in Australian Dollars. Your customer details will only be used to provide you with the service you have requested and to administer your account. We will not pass on your details to any other organization.

## Customer Authorisation

I accept and agree to the Our Community Broadband Critical Information Summary and terms and conditions outlined in the SFOA. I accept and agree to the installation process, and what is included in it, as described in the document titled The Installation Process. I confirm that I am 18 years of age or older.

Signature:

Date: