



# Application for Service

*Ace NBN broadband and phone bundle*

<p><b>Included in your package</b></p> <ul style="list-style-type: none"> <li>Free NBN Wi-Fi modem</li> <li>200 GB monthly data</li> <li>25 Mbps download speeds</li> <li>New phone system with 3 new handsets</li> <li>24 mth contract including maintenance</li> </ul> <p>Setup cost \$250</p>	<p><b>Standard package</b></p>	<p><b>Monthly Cost</b></p>	<p><b>Qty</b></p>	<p><b>Monthly Total</b></p>
	<p>Base phone and NBN connection</p>	<p>\$199.95</p>	<p>1</p>	<p>\$199.95</p>
<p><b>Ace NBN broadband</b></p> <p>powered by</p>	<p><b>Upgrade 3 base phones</b></p>			
	<p>Colour LCD base phone</p>	<p>Just \$30</p>		
	<p>Video base phone (Android)</p>	<p>Just \$76</p>		
	<p><b>Added Extras</b></p>			
	<p>Standard phone (each)</p>	<p>\$19.95</p>		
	<p>Colour LCD phone (each)</p>	<p>\$29.95</p>		
	<p>Video phone (Android) (each)</p>	<p>\$44.95</p>		
	<p>Fax to Email</p>	<p>\$9.95</p>	<p>1</p>	
	<p><b>Total monthly cost</b></p>			
	<p><b>Bring your phone number</b></p>	<p><b>One off</b></p>		<p><b>Total</b></p>
	<p>One-off fee per number</p>	<p>\$49.95</p>		

The delivery method of the NBN service will depend on the technology used by the NBN network, and may be Fibre to premises, VDSL (fibre to Node) or NBN Wireless.

<b>Your Details</b>	
Account Name	
ABN (if applicable)	
Account Contact Name (if different)	
Account Contact Phone Number	Landline: _____ Mobile: _____
Installation Address	
Postal Address	
Email	

Signature \_\_\_\_\_ Date \_\_\_\_\_

By signing, I confirm that :

I have read and agree to all of the terms and conditions and policies.

I authorise charges via my specified payment method (Visa, Mastercard or Direct Debit).

Prices correct at 19th May 2016. All prices include GST.



Website [www.ace.com.au](http://www.ace.com.au) Email [accounts@ace.com.au](mailto:accounts@ace.com.au)

Phone 02 4861 8888 Fax 02 4862 2985

Ace Internet Services Pty Ltd - ABN 23 071 944 959

**By applying for the service you agree to the following terms of service:**

**The Service**

Ace NBN phone and broadband services offer internet access with a monthly included data allowance. Your speed will be reduced (shaped) once you use up all your included allowance or you can continue using the service at the same speed by purchasing an additional data pump-up pack through your account manager login. Speeds are indicative of maximum throughput and can be affected by environmental factors and internet congestion beyond and within our network.

This service is supplied with a phone service.

By completing this form you are agreeing that Ace Internet Services will be your NBN broadband provider.

**Contract term**

The service is available with a minimum term of 24 months. Your contract term will begin from the date of your connection to the NBN network.

**Fees and Charges**

A mandatory setup cost is incurred with the installation of every service. You also require a modem to use the connection. This setup cost includes the cost and configuration of the modem to be collected from our office. Installation at your premises is available for an additional fee.

The maximum monthly charge will be the minimum monthly charge plus call costs associated with calls made during the month using the service. Please see our Critical Information Summary – VoIP and refer to the 55 plan for call costs, there is no minimum spend.

**Early termination charges**

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge.

**Important conditions:**

This service may not be available at your location. Please call us to find out if you can be connected to this service at your location. This service provides you with a dynamic IP address. A Static IP addresses can be purchased at an additional cost of \$22. Please contact us for further information. Complex installations will be quoted above the standard setup and installation cost prior to installation.

**Managing your spend**

To help you control your spend we provide you with notifications via email. When you reach 100% of your data allowance your service will be shaped. You can opt to purchase a Pump-up plan to un-shape your service.

**Other Terms**

These terms and conditions are to be read in conjunction with our standard form of agreement available at [www.acenet.com.au/terms-and-policies](http://www.acenet.com.au/terms-and-policies) to which you also agree.

**DIRECT DEBIT REQUEST**

Request and Authority to debit the account named below to pay Ace Internet Services Pty Ltd.

Surname / Company \_\_\_\_\_

Given names / ABN \_\_\_\_\_

“You” request and authorise Ace Internet Services Pty Ltd to arrange for any amount Ace Internet Services Pty Ltd may debit or charge you to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below, subject to the terms and conditions of the Direct Debit Request Service Agreement (and any further instructions provided below). By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and Ace Internet Services Pty Ltd as set out in this Direct Debit Request Agreement.

Financial institution name \_\_\_\_\_

Address \_\_\_\_\_

Name of account \_\_\_\_\_

BSB \_\_\_\_\_

Account number \_\_\_\_\_

The first debit may be made on \_\_\_/\_\_\_/\_\_\_

and at monthly intervals thereafter.

If signing for a company, sign and print full name and capacity for signing e.g. director

Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_/\_\_\_/\_\_\_

**CREDIT CARD AUTHORISATION**

Visa  Mastercard

Card Number \_\_\_\_\_

Cardholder Name \_\_\_\_\_

Expiry Date \_\_\_/\_\_\_

Signature \_\_\_\_\_

Date \_\_\_/\_\_\_/\_\_\_