

Application Form

Telstra Fibre 20/40/50/100 Nextel Fibre 400/1000 Symmetrical Grade Complex Products

This form is to be completed by the customer.

Customer details

Existing Customer New Customer

Business Name

Trading/Business Name

ACN/ABN/ARBN

Registered Address

City/Suburb

State

Postcode

Primary Contact Details

Contact name

Ph (wk)

Ph (mob)

Fax

Email

Date of Birth

Drivers Licence

Technical Contact Details

Same as Primary Contact

Contact name

Ph (wk)

Ph (mob)

Fax Email

nextel

Business name should be the name of the legal entity to which the service will be provided. In this Application Form, references to "you" or "I" refer to this entity.

ACN/ABN/ARBN is Australian Company Number or Australian Business Number or Australian Registered Business Number

Trading/Business name is not a legal entity but is the name under which your business trades.

Primary Contact Name is the person that will receive the majority of communications regarding this order such as any appointment confirmations, progress of the order, general questions if any additional information is required.

Date of Birth & Drivers Licence are only required if we're creating a new account for you or changing the authorised representative on the account.

Technical Contact Name is the person our technicians will contact if there are any technical questions about the customer's current or new setup.

They will need to be able to discuss/confirm things like special settings, configurations or requirements that may not be part of Nextel's standard offering. (For example a 3rd party IP Phone System, networking setup etc.)

Billing Details

New account or Bill services to existing account

For New Accounts, please specify the address you want your bill sent to:

Billing address

City/Suburb

State

Postcode

To bill to an existing Nextel Account, please provide the following

Existing Account Number or Phone Number with area code

Billing Arrangement

Select billing arrangement

Email bill Email address

Paper bill

Paper bill opt out reasons

Email accessibility

Preference for paper

Incompatible with email bill

Fibre Products

Select the Fibre Products you are applying for:

Telstra

Fibre 20/20

Fibre 40/40

Fibre 50/50

Fibre 100/100

AAPT

Fibre 400/400

Fibre 1000/1000

Data Allowance

Term 12 mths 24 mths 36 mths 48mths

Installation Fee Yes

Has the proposed site been checked via SQ? Yes No

Has the proposed site been checked via EOI? Yes No

If Yes please provide EOI Number

Price Offered

This is also known as Monthly Recurring Charge (MRC)

Billing/invoicing format

This product provides online and email billing (unless you select to receive a paper bill instead).

You will receive your bill in an email, plus a notification that your bill is ready for viewing online.

If you select a paper bill, this will be mailed to your billing address and you will not receive a bill via email. You will still receive a notification that your bill is ready for viewing online.

Nextel Rates

Nextel Rates are specified in our pricing schedules. Other charges will be charged in accordance with the Standard Pricing Terms which are available from our website nextel.com.au

Important notes re: installing fibre services to your premises

The way the upstream wholesale carriers work is as follows :

- 1 Nextel SQ or EOI the site address.
- 2 We provide you the price information based on what we can see in the AAPT and Telstra online portal. Please note in 70% of cases, this price information is accurate whilst other sites come back with an increased build cost which creates an increase in cost to the customer.
- 3 This application form is completed, signed off and sent back to Nextel.
- 4 We commence the application by submitting it to the upstream wholesale carriers.
- 5 The upstream wholesale carriers then engage their sub contractors to do a walk over, examining pits, pipes and pathways to your physical site address.
- 6 If the installation cost comes back HIGHER than allowed for, then a new Monthly Recurring Charge (MRC).
- 7 If the new MRC is not accepted by the customer, the customer can withdraw the order at no penalty.
- 8 If the customer accepts the new MRC and then after this stage, cancels the order during the construction phase of the service, charges of up to \$ 8,800.00 + GST may apply. This is determined on a case by case basis.

Direct Debit

Due to the slim margin with Fibre products, Nextel reserve the right to request a Direct Debit Request (DDR), so cash flow is protected. With thousands of services in the marketplace, the last thing we want to do is chase our customer for payment over a few dollars profit on each Fibre service.

Early Termination Fees (ETF)

If the service is cancelled within the Contracted Term (Term), then payout of the remaining months x MRC (Price Offered) applies.

Modem/Router

A network terminating Unit (NTU) will be provided by Nextel as part of the installation process. We may elect to offer you a compatible router/modem that carries a pricepoint appropriate to the size of the fibre service.

Timing of Service

Most fibre installations (On Net) are delivered within 60-75 Business Days. Outside of network coverage (ie non commercial suburbs), are classified as Off Net locations and our experience is that these can sometimes take up to 6 months to get delivered.

Your Signature

As part of signing for this product with Nextel, I understand the timing and delivery of Fibre products and that delivery is outside of Nextel's control. Nextel will endeavour to keep you informed as to when various stages of installation will occur but are not obligated to do so. Standard Service level of Agreement (SLA) is offered with this product and there is no available escalation process available to Nextel or you the customer in regards to this product. Nextel acts as the middleman in the ordering process and often, information about installation status and updates is not available.

Signature

Date

Print name

Position

Contact us

If you need help or more information

Phone 139 139

8.30am to 5.30pm AEST Monday to Friday

or email billing@nextel.com.au

Critical Information Summary

Critical Information Summaries (CIS) outline the key details of current services to help you compare inclusions and understand the services provided by Nextel. The CIS is available at www.nextel.com.au/policies/

Terms of this Application

The customer hereby applies for Nextel Services in accordance with this Application Form and does so on behalf of itself and any related bodies corporate and by signing this Application confirms: 1) it has the authority to do so and 2) understands this Agreement is also governed by the Nextel Terms & Conditions.