

# NBN RESIDENTIAL SERVICES

(FTTP, FTTN, FTTC, FWNBN)

## NBN BROADBAND Application – Residential

Dealer Number:

### Applicants Details (Please use block letters)

Title:	Given Name:	Surname:
Street Address:	Suburb:	P/code:
Postal Address: (if different than above)	Suburb:	P/code:
Phone:	Mobile:	Fax:
Driver's License Number / ID:		DOB:

### Login Details (must be lower case)

Username:	Password:
Primary Email Address: <b>@yourhub.com.au</b>	Email address for billing: (if different from primary)

### NBN UNLIMITED BUSINESS PLANS

✓	Plan	Speed	Data Download	Data Upload	Contract Term	Price
	<b>NBN12-UNLIMITED</b>	12/1mbps	Unlimited	Unlimited	Optional	\$69.95 pm
	<b>NBN25-UNLIMITED</b>	25/5mbps	Unlimited	Unlimited	Optional	\$79.95 pm
	<b>NBN50-UNLIMITED</b>	50/10mbps	Unlimited	Unlimited	Optional	\$89.95 pm
	<b>NBN100-UNLIMITED</b>	100/40mbps	Unlimited	Unlimited	Optional	\$115.95 pm
	<b>NBN ULTRA-UNLIMITED</b>	250/25mbps	Unlimited	Unlimited	Optional	\$149.95 pm

### TERM OF SERVICE (Contract)

✓	TERM				Connection Fee
	<b>12 Month Agreement</b>			YES	\$0.00
	<b>No Contract Period</b>			NO	\$150.00

### Add on Services (Expression of interest)

<input type="checkbox"/>	<b>Additional Email Account/s</b> (Tick if required, blocks of 5 emails)	\$55 Per Year (Tick if required)	<input type="checkbox"/>	<b>NBN Compatible Router</b> NBN Compatible Router (FTTP) NBN Compatible Router (FTTN)	\$89.95 \$155.00
<input type="checkbox"/>	<b>Nettalk Phone Home<sup>1</sup></b> (Standard Package)	\$21.95 Per Month (Tick if required and not included)	<input type="checkbox"/>	<b>Port Existing Phone Number/s</b>	\$110.00 (Once Off) (Tick if required)
<input type="checkbox"/>	<b>Fully Managed PBX Phone Service</b>	\$60.00per Month (Includes 2 phone lines. More details available on request )	<input type="checkbox"/>	<b>Fixed IP Address Included</b>	Yes
<input type="checkbox"/>	<b>Domain Name Registrations / Management</b>	Yourhub are an authorised reseller of an auDA approved Registrar for domain names.	<input type="checkbox"/>	<b>Website &amp; Email Hosting</b>	Yourhub dedicated Australian hosting servers.

### Service Details

Current Provider (Internet):	Has NBN been connected to the premises already? <input type="checkbox"/> Yes, <input type="checkbox"/> No, <input type="checkbox"/> Unsure	
<b>Service Install Address:</b>	( <input type="checkbox"/> Tick if the same as above)	
Address:	Suburb:	
City/Town:	State:	Postcode:
Agreed Contract Term is: 12 Months (Free Connection)		



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The applicant accepts and agrees to be bound by the Yourhub Standard Form of Agreement (SFOA) and NBN Service Specifications (these documents are available online at [www.yourhub.com.au/files](http://www.yourhub.com.au/files)); and the Additional Notes on Page 2 of this document. The applicant also confirms that he/she is 18 years of age or older. If the applicant is a company then the signee warrants that he/she is authorised to execute this agreement on behalf of the company.

Signature: .....

Date: ...../...../.....

## Payment Method Details

**METHOD:** (Tick a box below)

Direct Debit

Credit Card

Pay On Invoice

Credit Card Details	Card type	Card Number	Expiry date	Name on Card
	M/C			
	VISA			
	Ezi Debit			

I hereby authorise Choice I.T Australia ([yourhub.com.au](http://yourhub.com.au)) to bill my credit card for all charges owing to my account.

Signature: .....

Date: ...../...../.....

## Additional Information

<b>Application:</b>	When you apply for a Yourhub NBN services, you should be aware of certain obligations and conditions once the order form is received by Yourhub. Firstly, please be aware that when you sign the application form you are signing to say that you accept and agree to be bound by the Yourhub Standard Form of Agreement and NBN Service Specifications (these documents are available at <a href="http://www.yourhub.com.au/files">www.yourhub.com.au/files</a> ). Please call us if you would like any help interpreting these documents.
<b>Customer Details:</b>	Please complete all information contained in Section 1. This information will be used for the purposes of supplying you with the service, to administer your account with us and if necessary, to transfer you from your existing supplier. For your security and privacy, it is important that you provide all the information we request. We will use it to verify your identity when dealing with you over the phone. The requested information for registered businesses includes your Australian Business Number (ABN), and for individuals includes your date of birth and (if applicable) Driver's License Number. Your mobile number may also be used to alert you of your order status via SMS
<b>Connection:</b>	A connection charge of \$150.00 applies to all new NBN services when there is no contract period. There is no connection fee when you elect the optional 12 month contract period. For Greenfields Installation Fee (Per Service Location) \$350.00 For Subsequent Installation (including new Copper Pair) \$350.00 (Excludes Labour Rate and Materials over and above NBN Initial Standard Installation)
<b>Churn:</b>	If you have an existing NBN service and wish to move it to Yourhub NBN service a churn is treated as a new connection and will incur relevant connection charges. Whilst churning there is no service interruption
<b>Contract:</b>	There is an optional contract period with NBN packages of 12 months when you elect to avoid paying the specified connection charges.
<b>Early Termination:</b>	When in contract an early termination fees are calculated on 50% of the minimum monthly fee multiplied by the number of remaining months of the contract period. See service charges below for more information.
<b>Fixed Wireless Redundancy:</b>	Redundancy packages offer redundancy against NBN outages allowing your business to stay connected with internet and phones during these times. These packages are available to all NBN customers within the coverage areas. Yourhub NBN customers can bundle this service and save on monthly payments. These packages will automatically failover to standard FWBUS-50 at the current rate if continually used for a period of 2 consecutive months or at the discretion of Yourhub should it fall out of the intended use. An optional Fixed IP can be added at an additional monthly charge.
<b>Fixed Wireless Connection Charges:</b>	A standard Installation charge of \$370.00 applies. Standard installation includes the first hour of labour and the required Standard Access Point (AP). Quotations may be required for larger installations.
<b>Shaping Fixed Wireless<sup>2</sup>:</b>	There is no shaping on the Fixed Wireless Redundancy package. Excess usage charges of .02c per mb will apply for use over the 50GB per month capped at \$300.00. Charges for excess usage are charged at the end of each month.
<b>Nettalk Phone Business<sup>1</sup>:</b>	For an additional \$29.95 per month include Nettalk Phone Business. Turn off your existing analogue telephone service and stop paying line rental and excessive call charges. You can even keep your existing local business telephone number, Yourhub can port your current number from your previous telephone provider or we can allocate you a new local number, the choice is yours!
<b>Billing Information:</b>	Tax invoices/statements are available 24/7 via your account login at <a href="http://www.yourhub.com.au/custdata">www.yourhub.com.au/custdata</a> . Posting of paper invoices is available but discouraged for environmental reasons, and if requested will attract a \$2.00 surcharge per invoice. As per the Standard Form of Agreement, payment is required in advance. You will be required to pay the setup fee and any equipment costs (if applicable) and the first monthly fee upon provisioning of your service where applicable. Billing will begin within 7 days of the service being provisioned by our carrier, or earlier if you have registered a successful login. Credit card surcharge: Payments via Visa or Mastercard incur a 1.4% surcharge per transaction. There are no surcharges Direct Debit, Direct Credit, Cheque, Money Order or Cash.
<b>Relocating:</b>	You will need to contact Yourhub if you are intending to relocate your service. We strongly advise that you contact our Sales department to discuss any pending changes to your phone service prior to making those changes. Due to technical constraints, not all NBN services are available in all areas. There is no charge if we cannot provision the service however you may be liable to cancellation charges.

Head Office: Unit 2/22 Hills Street Garbutt Qld, 4814 P O Box 3537 Hermit Park Qld 4812  
Phone: (07) 4728 4568, Email: [info@yourhub.com.au](mailto:info@yourhub.com.au), Website: [www.yourhub.com.au](http://www.yourhub.com.au)



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### Hardware

Yourhub NBN service requires a suitable modem or router at your premises to function. We recommend that you purchase this from us preconfigured to ensure a fully supported service - please refer to [www.yourhub.com.au/hardware](http://www.yourhub.com.au/hardware) for details

If you have ordered hardware, please ensure that you have provided a suitable daytime delivery address, as the courier will require a signature upon delivery. If there is no-one available to sign for the delivery, a card will be left and the parcel redirected to the nearest collection depot; and an additional \$30.00 delivery charge will be applied. We therefore recommend delivery to a work address, if this is more convenient (please document below if required):

**Business Hours Equipment Delivery Address** (if different to address specified on page one of this form):

Attention: ..... Product Required: .....

Address: .....

Suburb: ..... Qty: .....

State: ..... Postcode: .....