

NBN Service Order Application Form

1. Account Holder

| | |
|----------------------------|----------------------|
| Business name * | ACN/ABN * |
| <input type="text"/> | <input type="text"/> |
| Surname (Account holder) * | Given Name(s) * |
| <input type="text"/> | <input type="text"/> |

2. Billing and Technical contact details

| | |
|-----------------------------------|---------------------------------|
| Billing address * | Suburb * |
| <input type="text"/> | <input type="text"/> |
| State * | Postcode * |
| <input type="text"/> | <input type="text"/> |
| Accounts payable E-mail Address * | Accounts payable phone number * |
| <input type="text"/> | <input type="text"/> |
| Technical contact (Full name) | |
| <input type="text"/> | |
| Phone number | E-mail Address |
| <input type="text"/> | <input type="text"/> |

3. I would like to connect to the NBN at the following address

| | | |
|----------------------|----------------------|----------------------|
| Suite / Unit Number | Level / Floor Number | Street Number * |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Street Name * | | |
| <input type="text"/> | | |
| Suburb * | State * | Postcode * |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

Select required service capacity * (Enter X in your selection):

25/5 Mbps \$70.00 inc GST p/month
 50/20 Mbps \$85.00 inc GST p/month
 100/40 Mbps \$99.95 inc GST p/month

Select service delivery options * (Enter X in your selection):

Huawei HG659 \$145.95 inc GST once off (includes configuration and shipping)
 NTU only no equipment required

Included Internet data: UNLIMITED. Connection fee: \$199.00. Minimum contract duration: rolling month to month. 30 calendar days written cancellation notice required. Refundable security deposit equivalent to one month of services fees is required. 1 static IP address is provided free with all NBN plans. Additional charges may apply to NBN plans and are outlined in the CIS page 2 of the NBN application form.

| | | |
|----------------------|------------------------|----------------------|
| Business Name * | Full name * | Date * |
| <input type="text"/> | Damien Grossier | <input type="text"/> |

I am an authorised company representative. I accept and agree to terms and conditions as published on <https://au.voipcloud.online/legal>, Master Service Agreement, Service Schedule and SLA - Internet Connectivity and page 2 & 3 of the NBN Application Form - Critical Information Summary

Signature of authorised company representative

Critical information summary

1. Information about the service

VoIPcloud provides NBN services for the purpose of improving quality of VoIP connectivity.

NBN Speeds are denoted as the maximum port speed, the actual speed an end user will achieve could vary due to a number of factors including but not limited to the access technology type used, the performance of the local infrastructure and cabling, the number of users in the area, the equipment used, the source and destination of content accessed on the internet.

For FTTB/N, the maximum can fall anywhere in the range of **25-50/5-20Mbps** with the **50/20Mbps** plan and in the range of **25-100/5-40Mbps** with the **100/40Mbps** plan.

NBN services provided by VoIPcloud Wholesale are unlimited internet usage and can be used for both, voice and data services. If the NBN service is utilised for both, data and voice traffic, it is highly recommended to install a suitable QoS (Quality of Service) router that would give a higher priority to voice traffic.

VoIPcloud Wholesale does not guarantee the end user will get the maximum port speed.

2. Information about billing and pricing

Service charges are billed on the first calendar day of each month on a pro-rata basis. Automatic payments can be setup from stored bank cards, direct debiting facilities, or a PayPal account, configured from inside the customer portal. Postpaid billing accounts will require a refundable security deposit equivalent to one calendar month of service charges.

Customers will be provided with a username and password to access an online customer portal, which will allow the ability to control account billing, invoices, payment receipts and history, service subscriptions and usage reporting.

Service usage reports will be automatically emailed to the customer on the 1st calendar day of each month. VoIPcloud does not provide paper-based invoices, invoices will be emailed through to the nominated email addresses, configured from inside the online customer portal, every time a payment is made.

| NBN Service | Price AUD (inc GST) |
|---------------------------------|---------------------|
| Once off new service activation | \$199.00 once off |
| NBN 25/5 mbps | \$70.00 p/month |
| NBN 50/20 mbps | \$85.00 p/month |
| NBN 100/40 mbps | \$99.95 p/month |

Maximum monthly spend:

\$70.00 AUD inc GST for NBN 25/5mbps

\$85.00 AUD inc GST for NBN 50/20mbps

\$99.95 AUD inc GST for NBN 100/40mbps

Cancellation fees:

The maximum cancellation fee for NBN 25/5mbps:

\$70.00 AUD inc GST

The maximum cancellation fee for NBN 50/20mbps:

\$85.00 AUD inc GST

The maximum cancellation fee for NBN 100/40mbps:

\$99.95 AUD inc GST

Minimum Term:

The minimum term of NBN services are 30 calendar days also known as month to month rolling. 30 calendar days notice in writing by email to support@au.voipcloud.online is required for a cancellation of NBN service.

The minimum fee for NBN 25/5mbps service over the 30 calendar day term:

\$269.00 AUD inc GST

The minimum fee for NBN 50/20mbps service over the 30 calendar day term:

\$284.00 AUD inc GST

The minimum fee for NBN 100/40mbps service over the 30 calendar day term:

\$298.95 AUD inc GST

The table below outlines additional fees and charges that may be applicable to NBN services:

| Description | Price AUD (inc GST) |
|--|---|
| NBN new development charge | \$360.36 |
| Reconnection of suspended service or change of speed | \$199.00 |
| Late payment fee | \$15.00 |
| Late cancellation or missed on-site appointment | \$99.00 |
| Incorrect callout during initial installation | \$99.00 |
| No Fault Found (No Truck Roll Required) | \$66.00 |
| Installation of central splitter on a FTTB/N service during initial | \$211.20 |
| Transition Reversal in the event a FTTB/N was unauthorised | \$330.00 |
| Voiceband reinstatement/transition reversal | \$330.00 |
| Professional HFC-NTD Installation on a HFC AVC | \$198.00 + labour rate (\$99/hour) + materials |
| Installation for non standard installation | Labour rate (price determined by NBN onsite) + materials over and above initial standard installation |
| Subsequent Installation | \$356.40 + labour rate (\$99/hour) + materials over and above initial standard installation |
| Installation of Central Splitter on a FTTB/N service post installation | \$310.20 + labour rate (\$99/hour) + materials |

3. Service installation and restrictions

- Subject to business broadband access network being available at the premises listed on the application form <https://www.nbnco.com.au/business>.
- VoIPcloud Wholesale provides no guarantee that the NBN Fibre service will be provided within any specified timeframe. Standard processing timeframes for NBN service provisioning are 5 – 60 business days, however in some cases this can take longer.
- NBN co and its sub-contractors may need to perform an installation to the premise or building depending on the service delivery type. Installing equipment on roofs, digging up gardens, drilling through walls, and installing network devices into building may be required. NBN co and its sub-contractors endeavour to take all care as responsibly possible to avoid damage and restore gardens to their original appearance after works. VoIPcloud wholesale does not take any responsibility for damaged caused by the NBN co and its sub-contractors.
- Due to the copper pair being used to provide the NBN service, any existing services on the copper line will be disconnected when the NBN service is activated. Fax machines, voiceband services, ADSL, Telstra special services, and alarm systems.

Date * _____ Initial * _____

Critical information summary

- e. Delivery to the NTU to the premises is included, you will also require a NBN certified network router for the type of handoff delivery of the NBN service. For example, HFC, FTTN, FTTC, Wireless. (A NBN certified network router can be purchased from VoIPcloud Wholesale in this service order or from another hardware supplier).
- f. Connection will be provided to the NTU at the customer premises. Customer may have to organise additional data cabling from the NTU to its desired network router location.
- g. Actual download and upload speeds achievable can fall anywhere in the range for **25-50/5-20Mbps** with **50/20Mbps** plan and in the range for **25-100/5-40Mbps** with **100/40Mbps** plan. VoIPcloud Wholesale does not guarantee you will get the maximum port speed.

Central splitter information

There are specific responsibilities that relate to the purchase and ownership transfer of a central splitter:

VoIPcloud Wholesale limits any liability it may have for or in connection with any goods or services provided in the course of NBN Co's installation of a Central Splitter at the relevant customer or end user premises, to using its best endeavours to:

- (a) in the case of services, procuring NBN Co to supply the services again; and
- (b) in the case of goods, to (at VoIPcloud Wholesale's election) procuring NBN Co to replace the goods, supply equivalent goods or repair the goods within 2 years from the date of NBN Co's installation of a Central Splitter. By ordering a central splitter, you acknowledge that:

(a) NBN requires the transfer of title and risk of the Central Splitter to you immediately upon completing the installation, to avoid interference with churn, or other issues with moving and removing the Central Splitter; and

(b) title and risk in any Central Splitter supplied by NBN Co will pass from NBN Co to you immediately upon completion of the Professional Splitter Installation. VoIPcloud Wholesale will use reasonable endeavours to transfer title in the Central Splitter to you.

After VoIPcloud Wholesale transfers title in the Central Splitter to you, you must:

- (a) procure that you use reasonable endeavours to transfer title to the owner of the common property or premises where the Central Splitter is installed.

You must not:

- (a) remove a Central Splitter that is installed on the NBN Co Network; or
- (b) prevent, or impose conditions on, the use of any Central Splitter, after it ceases to be used in relation to a product of you.

Service suspension and cancellation for non-payment

If you have an outstanding invoice that is overdue by more the 30 calendar days, VoIPcloud Wholesale reserve the right to suspend your NBN service. If an outstanding invoice remains overdues for more than 60 calendar days, your service will be cancelled.

Additional information

Account balances and service usage information can be obtained from within the online customer billing portal: <https://au.voipcloud.online/customer>

This document only outlines the critical information summary and should be read in conjunction with the VoIPcloud Master Services Agreement, Voice (IP) Service Schedule and SLA, Porting Terms and Conditions, and service policies. A full set of terms and condition can be located at <https://au.voipcloud.online/legal>

Customer service details



You can contact us
on 03 906 77700



Support requests can also be emailed
to support@au.voipcloud.online

Complaint resolution

If you wish to make a complaint, please contact VoIPcloud using details published on our website. We take complaints very seriously and assure you that any matter you raise will be carefully investigated. However, if you have exhausted all venues for resolving your complaint within VoIPcloud and are still not satisfied with the outcome, you may seek further assistance from Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058.

Certificate Of Completion

| | |
|--|-----------------------------|
| Envelope Id: 682EBE717DFC46E2B247847E689AA81D | Status: Delivered |
| Subject: NBN Internet Service Order Form | |
| Source Envelope: | |
| Document Pages: 3 | Signatures: 0 |
| Certificate Pages: 4 | Initials: 0 |
| AutoNav: Enabled | Envelope Originator: |
| Envelopeld Stamping: Enabled | VoIPcloud Wholesale |
| Time Zone: (UTC+10:00) Canberra, Melbourne, Sydney | 1.05, 71 Queens rd. |
| | Melbourne, VIC 3004 |
| | support@au.voipcloud.online |
| | IP Address: 119.18.3.124 |

Record Tracking

| | | |
|---|--|--------------------|
| Status: Original 15-Jul-2020 21:41 | Holder: VoIPcloud Wholesale support@au.voipcloud.online | Location: DocuSign |
|---|--|--------------------|

Signer Events

Damien Grossier
damien@voipsmart.com.au
Security Level:
DocuSign.email
ID: 1
15-Jul-2020 | 21:41

Signature

Timestamp

Sent: 15-Jul-2020 | 21:41
Viewed: 15-Jul-2020 | 21:42

Electronic Record and Signature Disclosure:
Accepted: 13-Jul-2020 | 09:38
ID: 7a632963-a1f6-438f-86d2-7f4e306b71df

In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Witness Events

Signature

Timestamp

Notary Events

Signature

Timestamp

Envelope Summary Events

Status

Timestamps

| | | |
|---------------------|------------------|---------------------|
| Envelope Sent | Hashed/Encrypted | 15-Jul-2020 21:41 |
| Certified Delivered | Security Checked | 15-Jul-2020 21:42 |

Payment Events

Status

Timestamps

Electronic Record and Signature Disclosure

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

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Withdrawing your consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

All notices and disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

How to contact VoIPcloud Wholesale:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: info@voipcloud.online

To advise VoIPcloud Wholesale of your new email address

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at info@voipcloud.online and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

If you created a DocuSign account, you may update it with your new email address through your account preferences.

To request paper copies from VoIPcloud Wholesale

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to info@voipcloud.online and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

To withdraw your consent with VoIPcloud Wholesale

To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an email to info@voipcloud.online and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

Required hardware and software

The minimum system requirements for using the DocuSign system may change over time. The current system requirements are found here: <https://support.docusign.com/guides/signer-guide-signing-system-requirements>.

Acknowledging your access and consent to receive and sign documents electronically

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your future reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to ‘I agree to use electronic records and signatures’ before clicking ‘CONTINUE’ within the DocuSign system.

By selecting the check-box next to ‘I agree to use electronic records and signatures’, you confirm that:

- You can access and read this Electronic Record and Signature Disclosure; and
- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify VoIPcloud Wholesale as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by VoIPcloud Wholesale during the course of your relationship with VoIPcloud Wholesale.