

ULL Bundle Service Application Form – New Service

Customer Authority to connect Telephone Company for Local and Long Distance calls

Customer Details

Are you a current customer?

- ☐ No – Please complete an Initial Setup form and submit with this application.
☐ Yes – Please complete the details:

Customer No:						
Customer Name:						

Site Service Details

Address										
Suburb										
State				Post Code						

Telephone Number Selection Options

BKB Internet can select the best number for me ☐ Please contact me to let me select a number (\$10 fee) ☐

Long Distance Pre-Selection Options

BKB Internet / BKB Tel ☐ Telstra* ☐ AAPT* ☐ Other*

* Pre-selecting a Long Distance provider other than BKB Internet / BKB Tel makes you ineligible for preferred pricing.

Customer Service Guarantee (CSG) Waiver

To apply for this specific type of ADSL2 service it includes the requirement for you to also use BKB Internet/Optus to provide you with telephone line rental and local call services. For BKB Internet to be able to do this at the low charges we have offered requires you to waive various rights that are specified in the Telecommunications Act. These rights, known collectively as "The Customer Service Guarantee" can be found on the Australian Communication Authority's website (http://www.acma.gov.au/ACMAINTER.65672:STANDARD::pc=PC_2017).

You will see that Part 5 of the Telecommunications (Customer Service Guarantee) Standard 2000 (no 2) allows BKB Internet to propose that you waive the protections and rights provided under the Customer Service Guarantee (CSG). You are not obliged to agree to the waiver. BKB Internet is offering significantly lower installation costs for the included telephone service, but is only able to do so on the basis that it is not required to meet the performance standards set out in the Customer Service Guarantee.

In agreeing to this document you agree to waive your protections and rights under the CSG.

Do you accept the CSG Waiver? ☐ Yes ☐ No

ADSL2+ ULL Connection Authority

I hereby certify that as the lessee of the above services, or as an authorised representative (where applicable) that I have authority and request to port, acquire a new service, churn my telephone and/or broadband service or select a long distance provider. I acknowledge that the services will be carried over the networks of BKB Internet Pty Ltd and Singapore Telecommunications Ltd (Optus)..

I further certify and understand the following:

1. I will relinquish any contractual rights with my current service provider, including, but not limited to discount plans.
2. Some functions and facilities that are available through your current service provider may not be available from your new service provider.
3. When porting your service from your current telephone or broadband (DSL) provider to your new service provider this may result in finalisation of your account for those services and though you have the right to Port your service, you are aware that there may be early termination charges and porting fees.
4. Queries in relation to faults or service provision must be directed to your current service provider until the transfer is affected.
5. In relation to my long distance selection above, I understand that if I have not selected a provider that it will default to BKB Internet Pty Ltd and its nominated long distance carrier.
6. This Customer Authorisation is valid for 30 days from the date of signing, for a ULLS Port, however I understand that if needed I authorise the Authority to be automatically extended by a further 30 days. An authorisation for change of Long Distance Pre-Selection is valid for 30 days, however I understand that if needed I authorise the Authority to be automatically extended by a further 60 days. A Local Call Churn and Broadband Churn authority is valid for 30 days.
7. A Local Call Churn can take up to 40 business days to become effective

Signature

Full Name

	Date					

Site Contact Details

Contact Name				Role/Title			
Mobile Phone			Other Number				

Connection Options

Connection Option		✓
New Service – CSG Waived	\$89.95	
New Service – CST NOT Waived	\$189.95	
Relocate existing service	\$99.95	

Phone Plans

Description	Price	✓
Simple Phone Service	\$ 29.95	

Telephony Service Options

Do you want to be listed in the White Pages? ☐ Yes ☐ No
 Do you want your Calling Number Display blocked? ☐ Yes ☐ No

VAS Option (Free)	Yes	No
Silent Number		
Call Waiting / 3 Way Call		
Call Return		
Call Divert		

VAS Option (Cost)	\$/mth	Yes	No
Voicemail	\$4.95		
Caller ID Receive	\$4.95		
Selective Call Accept	\$4.95		
Bus - White Pages Listing	\$4.95		

Call Baring Options

Allow National Calls ☐ Yes ☐ No
 Allow International Calls? ☐ Yes ☐ No
 Allow Mobile Calls? ☐ Yes ☐ No
 Allow Premium Calls (190x)? ☐ Yes ☐ No

ADSL2+ Shaped Plans

Services that download more than the Included Use Amount will be shaped without notice 64kbps for the rest of the month.

	Standard Rate	✓
ULL ADSL2 Shaped 10GB	\$70.00	
ULL ADSL2 Shaped 25GB	\$85.00	
ULL ADSL2 Shaped 50GB	\$100.00	
ULL ADSL2 Shaped 100GB	\$120.00	
ULL ADSL2 Shaped 150GB	\$150.00	
ULL ADSL2 Shaped 200GB	\$190.00	

	Preferred Rate	✓
	\$50.00	
	\$65.00	
	\$80.00	
	\$100.00	
	\$130.00	
	\$170.00	

ADSL Hardware

Description	Price	QTY
Billion 5200SRD ADSL2+ Modem with 1 Ethernet Port	\$50.00	
Billion 7700N ADSL2+ Modem with 4 Fast Ethernet Ports & 2.4GHz N Wireless	\$84.00	
Billion 7800N ADSL2+ Modem with 4 Gigabit Ethernet Ports & Wi-Fi N Wireless	\$190.00	
Line Filter/Splitter Unit	\$20.00	

Description	Price
Connection Option	\$
Simple Phone Service	\$ 29.95
VAS Options	\$
ADSL2+ Plan	\$
Hardware	\$
TOTAL	\$

- I the undersigned have read and accept the BKB Internet ADSL2+ Supply Agreement, Terms and Conditions, Acceptable Use Policy and Spam Policy (located at <http://www.bkb.net.au/>).
- I have read and understood the information about BKB Internet's handling of information about me (personal information).
- I give BKB Internet consent to obtain and use credit information about me, including information about my credit history.
- I understand that once an application is made it cannot be terminated without paying a cancellation / termination fee.
- I agree that by signing of this form, BKB Internet Pty Ltd is under no obligation to accept my application until they are satisfied that all of the information I have provided is true and correct.
- **I acknowledge that this service has been designed as a residential product. While all effort has been made to make the experience as enjoyable as possible, the service does not offer the QoS or SLA guarantees that Business Grade services offer.**
- Finally I agree to pay BKB Internet Pty Ltd the fees above as a part of this application and understand that a full refund will be made if this application is rejected.

Full Name

[illegible]

Office Use Only													
Customer ID													
Service ID													
Agent													
Date Rec'd					/			/					