

Residential Broadband nbn™ Fixed Line – Registration form



If you currently connect to nbn™ Fixed Line with other service provider or you have any questions about nbn™ broadband, please contact IPSTAR on **132 800** before completing this form.

Please return this form to: IPSTAR Australia Pty Ltd
POST: Reply Paid 87844 Artarmon NSW 1570
FAX: 02 8006 5592
Email: orders@ipstarbroadband.com.au

1. How did you hear about IPSTAR nbn™ Fixed Line service?

Website TV Radio Letter/Brochure Facebook Google Other (Please specify.....)

2. Applicant Details

Title First name Last name

Phone (____) _____ Mobile (____) _____ Fax (____) _____

Date of Birth (DD/MM/YYYY) Driver License/Passport number/ID Card

3. nbn™ Fixed Line Service Address (Location Details) *where the service to be installed*

Phone Number (____) _____ Street Address

Suburb/Town State Post Code

Your status I am already connected to the nbn™ network nbn™ Fixed Line is in my area I am not sure

NTD is installed in my house → NTD ID

4. Equipment Delivery Details - *if they are different from your service address and please note equipment cannot be sent to PO BOX*

Title First name Last name

Address Suburb/Town State Post Code

Phone (____) _____ Fax (____) _____

5. Billing Email Address - *please note that your invoice will be sent to the email address you provided below*

Email address

6. Minimum Contract Term and Setup Fee – *please select ONE OPTION ONLY*

Contract term	Setup Fee
<input type="checkbox"/> 1-Month Contract	\$99.00
<input type="checkbox"/> 12-Month Contract	\$50.00
<input type="checkbox"/> 24-Month Contract	\$50.00

Note: the setup fee is one-off payment. You may be charged an additional one-time \$300 nbn™ “New Development Charge” if your premises is identified by nbn™ as being a location in a new development.

7. IPSTAR nbn™ Fixed Line Plan – *please select ONE OPTION ONLY*

Plan name	Monthly Data Allowance	Peak Speed	Cost				Unit cost 1GB of data included in plan
			Monthly Cost	Total Minimum Cost (1 month)	Total Minimum Cost (12 months)	Total Minimum Cost (24 months)	
<input type="checkbox"/> Small 50GB	50GB (Anytime)	12/1 Mbps	\$35.00	\$134.00	\$470.00	\$890.00	\$0.70
<input type="checkbox"/> Medium 100GB	100GB (Anytime)	12/1 Mbps	\$40.00	\$139.00	\$530.00	\$1,010.00	\$0.40
<input type="checkbox"/> Large 300GB	300GB (Anytime)	12/1 Mbps	\$55.00	\$154.00	\$710.00	\$1,370.00	\$0.18
<input type="checkbox"/> X-Large 1000GB	1000GB (Anytime)	12/1 Mbps	\$70.00	\$169.00	\$890.00	\$1,730.00	\$0.07

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Plan name	Monthly Data Allowance	Peak Speed	Cost				Unit cost 1GB of data included in plan
			Monthly Cost	Total Minimum Cost (1 month)	Total Minimum Cost (12 months)	Total Minimum Cost (24 months)	
<input type="checkbox"/> Small 50GB	50GB (Anytime)	25/5 Mbps	\$45.00	\$144.00	\$590.00	\$1,130.00	\$0.90
<input type="checkbox"/> Medium 100GB	100GB (Anytime)	25/5 Mbps	\$50.00	\$149.00	\$650.00	\$1,250.00	\$0.50
<input type="checkbox"/> Large 300GB	300GB (Anytime)	25/5 Mbps	\$65.00	\$164.00	\$830.00	\$1,610.00	\$0.22
<input type="checkbox"/> X-Large 1000GB	1000GB (Anytime)	25/5 Mbps	\$80.00	\$179.00	\$1,010.00	\$1,970.00	\$0.08
<input type="checkbox"/> Small 50GB	50GB (Anytime)	50/20 Mbps	\$55.00	\$154.00	\$710.00	\$1,370.00	\$1.10
<input type="checkbox"/> Medium 100GB	100GB (Anytime)	50/20 Mbps	\$60.00	\$159.00	\$770.00	\$1,490.00	\$0.60
<input type="checkbox"/> Large 300GB	300GB (Anytime)	50/20 Mbps	\$75.00	\$174.00	\$950.00	\$1,850.00	\$0.25
<input type="checkbox"/> X-Large 1000GB	1000GB (Anytime)	50/20 Mbps	\$90.00	\$189.00	\$1,130.00	\$2,210.00	\$0.09
<input type="checkbox"/> Small 50GB	50GB (Anytime)	100/40 Mbps	\$65.00	\$164.00	\$830.00	\$1,610.00	\$1.30
<input type="checkbox"/> Medium 100GB	100GB (Anytime)	100/40 Mbps	\$70.00	\$169.00	\$890.00	\$1,730.00	\$0.70
<input type="checkbox"/> Large 300GB	300GB (Anytime)	100/40 Mbps	\$85.00	\$184.00	\$1,070.00	\$2,090.00	\$0.28
<input type="checkbox"/> X-Large 1000GB	1000GB (Anytime)	100/40 Mbps	\$100.00	\$199.00	\$1,250.00	\$2,450.00	\$0.10

- Total minimum cost over contract term calculated as (monthly access fee X contract term) + setup fee (excluding router cost).
- Setup costs are \$99 (1 month) and \$50 (12/24 month).
- You will be required to buy a router from IPSTAR to enable ongoing support.
- No excess data usage charge applies. For the period in which usage quota has been exceeded, speed will be shaped to 256/256 Kbps
- Broadband speed specified above might vary due to several factors such as location, weather and other technical limitations.

8. Router – please select ONE OPTION ONLY

Equipment	Features	Price (1 month) <i>includes \$15 shipping</i>	Price (12/24months) <i>includes \$15 shipping</i>
<input type="checkbox"/> Basic router	2-3 Bedroom home / Timber construction / Plan speeds up to 50Mbps / Up to 3-6 devices on WIFI / Light video streaming	\$125	\$95
<input type="checkbox"/> Standard router	2-3 Bedroom home / Timber construction / Plan speeds up to 100Mbps / Up to 3-6 devices on WIFI / Light or moderate video streaming	\$145	\$115
<input type="checkbox"/> Advanced router	4+ Bedroom home / Timber or double brick construction / Plan speeds up to 100Mbps / Up to 7-10 devices on WIFI / Heavy video streaming / VOIP Phone requirements	\$225	\$195

9. Customer Agreement

By signing below you acknowledge that:

- This is a broadband consumer grade residential internet service.
- You have agreed that setup fees apply. You acknowledge the total monthly commitment for the contract term chosen (as displayed in Critical Information Summary) and understand that early termination fees may be payable.
- If you are coming across to IPSTAR from another provider, you may still have costs and obligations with your existing provider. You should check with your current provider to determine any charges you may be liable for with them. IPSTAR are not able to determine these charges on your behalf, nor will we be liable for these costs should you decide to activate a service with us.
- Until IPSTAR successfully installs your service, we cannot guarantee that the service can be installed at your address.
- You have read, understood and agreed to the IPSTAR Standard Form of Agreement located at <http://ipstarbroadband.com.au/legal/>

I have read and understood the Terms and Conditions

Customer signature	Print name	DD/MM/YYYY
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nbn™ Battery Backup Service Consent Form

By signing below, I acknowledge that:

- Customers are aware that NBN-based services, including broadband and voice services will not work during a power failure or if the power is switched off at, or disconnected from, the power point. This means customers will not be able to check emails, receive or make any calls.
- Customers should ensure they have an alternative service (e.g. a mobile phone) available to make emergency phone calls if their NBN-based service is not available.
- It is customers' responsibility to discuss their requirements with their alarm provider and to ensure that any medical or security alarm equipment that they use will be compatible with their NBN service. In addition, customers are aware that alarm equipment will not operate in the event of a mains power disruption. IPSTAR provides no assurance that such equipment is compatible with our service upon activation or any time after activation.
- Customers are aware that they have the option of choosing to install a battery backup for their NBN service. During a power failure, the battery backup will last for approximately five hours (including the battery emergency reserve). This battery backup will only supply power to the Network Termination Device in the event of a mains power outage. If their telephone requires mains power to function, then it will remain inoperable in a power outage, even if they have a battery backup unit.
- Customers are responsible for maintenance of the battery. Please refer to www.nbnco.com.au/battery for further details on operations and maintenance of the battery backup.
- If customers change their mind about the Battery Backup Service on the day of installation (e.g. from non battery backup to battery backup or vice versa), the installation will not proceed or not be completed on the day. The installation date will need to be rearranged.

I have read and understood all the information provided above.

Choose ONLY ONE option below.

- I would like to use data and telephone services without the Power Supply with Battery Backup and the Battery Backup Service.
- I am not satisfied about the inability to make calls or use data services during a power failure and would like the Power Supply with Battery Backup and the Battery Backup Service. I would like Battery Backup installed at the time of the installation and acknowledge the limitations of the Battery Backup service.

Please note: Should you already have an nbn™ Fixed Line service installed with another provider and are switching this service to IPSTAR, please contact us directly to obtain pricing for a battery backup service to be installed. This will be at the customers expense and up-front payment maybe required.

Customer signature

Print name

DD/MM/YYYY

IPSTAR Direct Debit Request Form

At your convenience, IPSTAR customers can select preferred payment options. Your monthly payments will be automatically deducted from your nominated account/ Credit card. **Please tick ONE of the following preferred payment options.**

Given Name Surname or Company Name

request and authorise IPSTAR Australia Pty. Ltd [APCA ID 368185] to arrange for any amount IPSTAR Australia 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.

Direct Debited By Credit Card

Financial Institution Name Choose your Credit Card Type Visa Master Card Card Holder's Name Expiry Date of Card

Card Holder's Number

Direct Debited By Bank Account

Financial Institution Name/Branch Name of Account BSB Number Account Number

Direct Debit Request Service Agreement

Definitions

Account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.
Agreement means this Direct Debit Request Service Agreement between you and us.
Business day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.
Debit day means the day that payment by you to us is due in accordance with the Standard Form of Agreement.
Debit payment means a particular transaction where a debit is made.
Direct debit request means the Direct Debit Request between us and you.
MyIPSTAR means the free Service that is provided with the Broadband Internet Service, more particularly described in Schedule 2 to our Standard Form of Agreement.
Standard Form of Agreement means the Standard Form of Agreement we have prepared for the purposes of section 479 of the Telecommunications Act 1997 (Cth), a copy of which is available on our website at <http://www.ipstaraustralia.com/retail/legal/terms>
Us or we means IPSTAR AUSTRALIA PTY LTD, the Debit User you have authorised by signing a direct debit request.
You means the customer who signed the direct debit request.
Your financial institution is the financial institution where you hold the account that you have authorised us to arrange to debit.

1. Debiting your account

1.1 By signing a direct debit request, you have authorised us to arrange for funds to be debited from your account. You should refer to the direct debit request and this agreement and the Standard Form of Agreement for the terms of the arrangement between us and you.
 1.2 We will only arrange for funds to be debited from your account as authorised in the direct debit request if we have sent to you an invoice which specifies the amount payable by you to us. We will send the invoice to you via email or via the MyIPSTAR Portal, in accordance with the Standard Form of Agreement.
 1.3 If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the following business day.

If you are unsure about which day your account has or will be debited you should ask your financial institution.

2. Changed by us

2.1 We may vary any details of this agreement or a direct debit request at any time.
 2.2 In relation to variations that would cause detriment to you, the minimum period of notice to be given to you before the variations take effect is 60 days.
 2.3 In relation to variations that would not cause detriment to you, the minimum period of notice to be given to you before the variations take effect is 30 days.

2.4 You will be informed of the variations via email and/or via the MyIPSTAR Portal.

2.5 If you do not approve the variations, you must arrange a different payment method with us within 7 days of our notice of variation. If you do not wish to arrange a different payment method with us, you may terminate this agreement and the Standard Form of Agreement within 42 days of the date of the notice of variation without incurring any charges, other than usage or network access charges to the date the Standard Form of Agreement ends and outstanding amounts for installation or for equipment compatible with our services.

3. Changed by you

3.1 Subject to 3.2 and 3.3, you may change the arrangements under a direct debit request by contacting us on 1300 477 888.
 3.2 If you wish to stop or defer a debit payment the next debit day. This notice should be given to us in the first instance.
 3.3 You may also cancel your authority for us to debit your account at any time by giving us 14 days notice in writing before the next debit day. This notice should be given to us in the first instance. You may also request a stop or cancellation through your financial institution.

4. Your obligations

4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request.
 4.2 If there are insufficient clear funds in your account to meet a debit payment:
 a) you may be charged a fee and/or interest by your financial institution;
 b) you may also incur fees or charges imposed or incurred by us; and
 c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.
 4.3 You should check your account statement to verify that the amounts debited from your account are correct
 4.4 If IPSTAR AUSTRALIA PTY LTD is liable to pay goods and services tax ("GST") on a supply made in connection with this agreement, then you agree to pay IPSTAR AUSTRALIA PTY LTD on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

5. Dispute

5.1 If you believe that there has been an error in debiting your account, you should notify us directly on 1300 477 888

and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.

5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.

5.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

6. Accounts

You should check:

- a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.
- b) your account details which you have provided to us are correct by checking them against a recent account statement; and
- c) with your financial institution before completing the direct debit request if you have any queries about how to complete the direct debit request.

7. Confidentiality

7.1 Subject to our Standard Form of Agreement, we will keep your account details and other information in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

7.2 We will only disclose information that we have about you:

- a) to the extent specifically required by law; or
- b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

8. Confidentiality

8.1 You may notify us, and we may notify you, in accordance with the notice provisions of our Standard Form of Agreement.

By signing this Direct Debit Request Form you acknowledge that you have read and understood the terms and conditions governing the debit arrangements between You and IPSTAR Australia Pty Ltd as set out in this Request and in the below Direct Debit Request Service Agreement.

Your Signature (Signatures if joint account) Print Name Date

STATEMENT BY APPLICANT FOR CREDIT CHECK



Please read carefully before signing. Where there is more than one applicant, each applicant must sign.

1. Important Notice To Applicant(s) For Credit (Section 18(E)(1) Privacy Act 1988) Notice of disclosure of your credit information to a credit-reporting agency. (Privacy Act 1988)

I understand that IPSTAR Australia Pty Ltd may give information about me to a credit reporting agency, for the following purposes:

- a) To obtain a consumer credit report about me, and/or
- b) To allow the credit reporting agency to create or maintain a credit information file containing information about me. The information is limited to:
 - a. Identity particulars - my name, sex, address, date of birth, and drivers licence number.
 - b. My application for credit or commercial credit - the fact that you have applied for credit and the amount.
 - c. The fact that IPSTAR Australia is a current credit provider to me (by providing me with an internet service which is payable in advance).
 - d. Internet service fees payable to IPSTAR Australia which are overdue by more than 60 days, and for which debt collection action has started.
 - e. Advice that internet service fees payable to IPSTAR Australia are no longer overdue in respect of any default that has been listed.
 - f. Information that, in the opinion of IPSTAR Australia I have committed a serious credit infringement (that is, fraudulently or shown an intention not to comply with my credit obligations).
 - g. Dishonoured cheques - cheques drawn by me for \$100 or more which have been dishonoured more than once.
 - h. That credit provided to me by IPSTAR Australia has been paid or otherwise discharged.

This information may be given before, during or after the provision of credit to me.

2. Giving information to a Credit Reporting Agency (Section 18E(8)(c) Privacy Act 1988)

IPSTAR Australia Pty Ltd. has informed me that it may give certain personal information about me to a credit-reporting agency.

3. Access to Commercial Credit Information (Section 18L(4) Privacy Act 1988)

I agree that IPSTAR may obtain information about me from a business such as Veda Advantage, which provides information about the commercial credit worthiness of persons for the purpose of assessing my application for an internet service from IPSTAR.

4. Access to Consumer Credit Information (Section 18K(1)(b), Privacy Act 1988)

I agree that IPSTAR may obtain a consumer credit report containing information about me from a credit-reporting agency for the purpose of assessing my application for commercial credit.

5. Exchange of Credit Worthiness Information (Section 18N, Privacy Act 1988)

I agree that IPSTAR may exchange information with those credit providers named in this application or named in a consumer credit report issued by a credit reporting agency for the following purposes;

- To assess an application by me for an IPSTAR Internet Service
- To notify other credit providers of a default by me
- To exchange information with other credit providers as to the status of my payment obligations to IPSTAR where I am in default with other credit providers
- To assess my credit worthiness.

I understand that the information exchanged can include anything about my credit worthiness, credit standing, credit history or credit capacity that credit providers are allowed to exchange under the Privacy Act.

6. Agreement to a credit provider being given a consumer credit report by a credit reporting agency to assess a guarantor (Section 18K 1(c) Privacy Act 1988) – if you are applying to be a guarantor of another person’s service

In addition, I agree that IPSTAR may also obtain from a credit-reporting agency such as Veda Advantage a consumer credit report containing information about me for the purpose of assessing whether to accept me as a guarantor for credit applied for by, or provided to, another applicant for an IPSTAR Internet Service from IPSTAR. I agree that IPSTAR may obtain such a credit report from the date I sign this statement and continues until the credit covered by the applicant for the service ceases.

7. Agreement to a credit provider disclosing a report including a consumer credit report to potential or existing guarantor – if a guarantor has agreed to guarantee that you will pay the fees and charges for the IPSTAR Internet Service.

In addition, I agree that IPSTAR may give to a person who is currently a guarantor, or whom I indicate is considering becoming a guarantor, a credit report containing information about me for the purpose of the prospective guarantor deciding whether to act as guarantor, or to keep an existing guarantor informed about the guarantee they are providing for payment of the fees and charges associated with the IPSTAR Internet Service that may be provided to you. I understand that the information disclosed can include anything about my credit worthiness, credit standing, credit history or credit capacity that credit providers are allowed to disclose under the Privacy Act, and includes a credit report.

NAME (PLEASE PRINT) _____

SIGNATURE _____ DATE _____

IPSTAR Australia Pty Limited Standard Form of Agreement

IPSTAR Internet Service

Unsolicited Consumer Agreement Notice

Important Notice to the Consumer

You have a right to cancel the *IPSTAR Australia Pty Limited Standard Form of Agreement – IPSTAR Internet Service* (the “Agreement”) within 10 business days from and including the day after you sign or received the Agreement.

Details about your additional rights to cancel the Agreement are set out in the information attached to the Agreement.

IPSTAR Australia Pty Limited [ABN 85 107 338 901]’s business address is:

5 George Place
Artarmon New South Wales 2064
Email: support@ipstarbroadband.com.au
Fax: (02) 8006 5592

Please sign and date below to confirm that you have received this Notice and understand it and return it to IPSTAR Australia Pty Limited at the above address with a signed copy of the enclosed Application Form.

I agree that I have received this Notice and that I understand it.

.....
Signed

.....
Date