

# Home Phone & Broadband Application

Office use only

Ticket #	Provisioned	Acc #
	/ /	

## Applicant Details

Account Number  
(if existing)

Plan change  
Y/N?

### Primary Applicant

Salutation <small>Mr Mrs Ms</small>	Last name
First name	Middle name
DOB	dd - mm - yyyy

### Account Details

Preferred/Combined account name		
Address		
Suburb	State	Post code
Home phone	Mobile phone	
Email		

### Secondary Applicant (or if Enduring Power of Attorney please tick)

Salutation <small>Mr Mrs Ms</small>	Last name
First name	Middle name
DOB	dd - mm - yyyy



Help protect the environment and save the \$2.20 per month paper billing fee

Email My Bills

YES

NO

## Step 1. Select a Plan

Bundled Plans  
(Please select one)

S \$37.50

M \$59.00

L \$79.00

U \$89.00

Nominated Mobile Number (if applicable)

#1

#1

#2

Depending on your village, a regional monthly access fee of \$5.00 may apply. A Swift Support Officer will advise if this applies to your home.

## Connection & Installation Fees

### Standard Fees

Standard Connection Fee	Activate an existing line and no technician is required.	\$50
Technician Installation Fee	A cabling technician is required to attend to enable your services.	\$125
Pro-Install (Optional)	Upon request, one of our professional technicians can visit your home for up to one hour to assist in setting up your internet connection.	\$99

**IMPORTANT:** Depending on your village and the current connection status of your home, one or more of these connection fees will apply. A Swift Support Officer will confirm which fees will apply to your connection.

Number Porting \$20 (if applicable).

### Additional Installation Materials

New Connection WiFi Modem	Keep your mobile devices connected anywhere in the home. Includes DSL filter. RRP \$79.	\$59
Central Filter	Only required in some installations. A cabling technician will confirm if you need one.	\$29
ADSL Filter	Depending on home setup, additional ADSL filters may be needed to ensure line clarity.	\$19

Modem Postage \$15 (if applicable).

## Service Options

Do you want an email address with us?  
(Additional emails available upon request)

Username
Password

In Home Pro-Install YES

WiFi Modem YES

White pages listing YES

Bring my existing number YES

(Number porting is only available in certain villages. A Swift Support Officer will advise if this is possible at your village.)

## Step 2. Agreement

I have read and accept the Swift Networks customer agreement.

Signature  
(of primary applicant)



/ /

dd - mm - yyyy

Post or email your forms to: 1 Watts Place, Bentley, WA 6102 or support@swiftnetworks.com.au

# Customer Agreement Summary

## Important Customer Information Your Rights and Obligations

1. This is a summary of our **Customer Agreement** which applies to all telecommunications goods and Services available from us. Terms in this document have the same meaning as our full Customer Agreement.

### Application

2. You must complete an **Application** for a Service. We reserve the right to refuse. In some situations we will complete a credit assessment of you and will share information with credit reporting agencies. This will be detailed in your Application.

### Plans & Charges

3. Our Services are sold on **Plans**. Details of your Plan are available in your Plan Brochure (Pricing Schedule) including usage rates, periodic fees and contract basis i.e. minimum term, month to month or prepaid.

4. You must pay our **Charges** which are detailed in your Pricing Schedules. Some Charges will be from third parties such as third party content or Telstra installation techs. Where we reasonably can, we will give you prior notice of these charges.

5. We may offer you a package of Services within a 'bundle' for discounted Charges. Please remember ordinarily, if you stop acquiring a Service from within a bundle, you will lose the bundling discount.

6. Plan changes, where available, start from the first day of the next billing cycle.

### Premium Rate & International Roaming

6. Your Service may provide access to **Premium Rate Services & International Roaming**. These are high cost services and we encourage you to consider using them carefully and applying a usage bar to restrict access to them. Please contact us for more details.

### Billing

7. **Bill runs** are run each month unless we agree with you otherwise. We rely on billing records from the relevant carrier Providers and accordingly, occasionally we may include items in your bill from prior months (Late Bill). We will never do this by more than 160 days. Our standard credit term is 14 days and we will issue you with a bill at least ten days before it's due.

8. **Periodic Charges** (such as plan fees) are charged in advance (meaning your first bill will include a part month fee for the days in the bill cycle you were connected, plus your next monthly bill cycle fee in advance).

9. **Usage charges and admin fees** are typically charged in arrears. You will be billed based on the usage records of our Providers. Our preference is e-billing however paper bills are available for a \$2.20 fee.

### Payments

10. **Payments** can be made by bank account & credit card, direct debit, BPay, phone, EFT and cheque or money order.

11. **Payment processing fees** apply for methods other than direct debit (waived for Swift Networks Members).

12. If you do not pay a bill by or on the due date, you may be charged a **Late Payment Fee** of \$11.

### Credit Management

13. If your payment is more than 60 days overdue, a collection agency will be engaged and you will be liable for **Recovery Costs** we incur.

14. If you are experiencing **Financial Hardship** we may be able to offer assistance. Please contact us to discuss options as soon as you can.

15. We will not typically request a security **Bond** or an **Advance Payment**, however, in some circumstances where we reasonably consider there are payment risks, we will ask for these (e.g. based on payment history).

16. In accordance with relevant legislation, including the **Privacy Act**, you authorise us to share personal information about you with a credit reporting agency.

### Service suspension by us

17. For the purpose of protecting you from high bills, we may issue you with a **Credit Limit** for your Service or for your Account, at which point your Service(s) will be suspended. If we do this, we will provide you details.

18. We may also **Suspend** your Service where we suspect illegal, unusual, unacceptable, unsafe or fraudulent activity on your Service or if there is an emergency.

### Service suspension by you

19. With the exception of Home Phone Services, you are able to suspend your Service in situations where you are not within a minimum term on contract. Please note, if you Suspend a service it may impact your entitlement to bundling discounts and Service **Suspension and Reconnection fees** apply.

### Monitoring

20. We aim to monitor use of your Service, however we cannot promise to do so. Where applicable, we will comply with the Telecommunications Consumer Protections (TCP) Code requirements to provide you with online access to itemised usage records and provide you with SMS/email usage alerts.

### Equipment, software etc

21. **Equipment:** Unless otherwise agreed you are responsible for the purchase, installation, configuration, and maintenance of required Equipment, software, cabling and power to access our Services.

22. If we sell Equipment on credit terms, we retain ownership until fully paid for, however risk passes to you on delivery.

### Using the Services

23. Our Services, including Customer Services, are provided in accordance with **Service Descriptions** which are available on our website. These documents provide useful information on how to use our services, applicable features and charges.

24. We seek to ensure our customers use their Services legally, safely and fairly. Accordingly, we require you to use your Services in accordance with our **Acceptable Use Policy** and our **Fair & Safe Use Policy**. These are available on our website.

### Carriage Service Providers

25. Our Services are enabled through Carriage Service Providers. You must not contact them directly or you may incur Charges. You must follow reasonable Operational Instructions from the Providers (and us), particularly in an emergency.

### Telephone numbers, email addresses etc

26. **Numbers & Internet Identifiers** (IP & email addresses) will be issued and managed by us, in accordance with the telecommunications Numbering Plan or relevant authority. We are not responsible for these and you do not own them.

### Termination by us

27. If your minimum term has expired, your service will continue on a month to month basis. However, if we need to, we may terminate your Service on 30 days written notice.

28. We may also terminate your Service, with reasonable notice, in situations of material breach of Contract, actual or suspected fraud, if you do not pay, or if we can no longer provide the Service.

### Termination by you

29. You may terminate your Service at anytime, effective on the start date of your next **Billing Cycle**.

30. If you terminate your Service and you are within a minimum term contract, you will need to payout your contract commitment. We call this an **Early Termination Fee**.

31. You have **Walk Away Rights** to terminate without penalty, where we are unable to supply a Service to you for more than 14 days or if we change your Contract conditions or pricing in ways that impact you. We will explain your specific termination rights in these circumstances.

### Variations

32. We may vary your Contract on reasonable notice, including by email, notice on your bill or post. This may give rise to penalty-free Walk Away Rights. We will give you more information about those rights if they apply.

### Warranties

33. Warranties are provided by us on goods we sell in accordance with requirements of Australian Consumer Law and are otherwise limited to the maximum extent possible to the manufacturer's warranty.

### Complaints

34. Complaints are taken seriously. Our process accords with the TCP Code. Please log complaints by calling us on 1300 650 679. You may also lodge complaints with the TIO and possibly to your state's Consumer Affairs Office or the ACCC.

### Other terms

35. The **Customer Service Guarantee (CSG)** sets specific performance standards for fixed line telephone Services. We do not promise to comply with the CSG. Accordingly, on our fixed telephone Services you have a 5 day cooling off period where you can cancel your Contract without penalty.

36. Your Privacy is taken seriously by us. Our **Privacy Policy** is available on our website.

37. Priority Assistance is only available through Telstra's retail channels and is therefore not available.

38. Commercial Electronic Messages do not have to comply with section 18(1) of the Spam Act 2003.

To obtain this Critical Information Summary in languages other than English, call the Translating and Interpreting Service on 131450.  
To obtain a large print or full version call us on 1300 650 679 or check our website.



# Direct Debit Request

## Account Details

<i>Preferred/Combined account name</i>		
<i>Address</i>		
<i>Suburb</i>	<i>State</i>	<i>Post code</i>
<i>Home phone</i>	<i>Mobile phone</i>	
<i>Email</i>		

## Step 1. Choose your payment method

### Option 1. Credit Card Payment

<i>Name on card</i>															
<i>Expiry</i>			/												
	<i>m</i>	<i>m</i>		<i>y</i>	<i>y</i>										

**OR**

### Option 2. Bank Account Payment

<i>Account Holder's Name</i>															
<i>Bank Name</i>								<i>Branch</i>							
<i>Account Number</i>															
<i>BSB Number</i>															

## Step 2. Authorisation

I hereby authorise Swift Networks Pty Ltd to debit payments from my specified Credit Card or Bank Account above, at intervals and amounts as directed by Swift Networks Pty Ltd, in accordance with the Direct Debit Service Agreement as shown on the right.

Signature  
(of payer)



dd - mm - yyyy

## Direct Debit Service Agreement

### Definitions

**SN** refers to Swift Networks Pty Ltd ABN 96 125 828 453

**EZ** refers to Ezidebit Pty Ltd ACN 096 902 813, Direct Debit User ID number 165969

**I/We** refers to the account holder(s)

This is your Direct Debit Service Agreement. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what EZ's obligations are to you as your Direct Debit Provider. Please read this service agreement carefully, a copy will be provided for your records once this signed request has been processed, for your future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

### 1. Payment Processing Fee

**1.1** A payment processing fee of \$0.99 will be charged for all direct debits, and those nominating a credit card will be on charged a bank processing fee which is currently 1.54% plus applicable GST. This rate is subject to change without notice.

### 2. Debiting your Account

**2.1** I/We hereby authorise SN to arrange EZ to make periodic debits on behalf of SN as indicated on the attached Direct Debit Request.

**2.2** I/We acknowledge that EZ is acting as a Direct Debit Agent for SN and that EZ does not provide any goods or services (other than the direct debit collection services to me/us for SN pursuant to the Direct Debit Request and this DDR Service Agreement) and has no express or implied liability in regards to the goods and services provided by SN or the terms and conditions of any agreement that I/We have with SN.

**2.3** I/We acknowledge that the debit amount will be debited from my/our account according to the terms and conditions of my/our agreement with SN and the terms and conditions of the Direct Debit Request (and specifically the Debit Arrangement and the Fees/Charges detailed in the Direct Debit Request) and this DDR Service Agreement.

**2.4** I/We acknowledge that there may be a delay in processing the debit if: (1) there is a public or bank holiday on the day of the debit, or any day after the debit date; (2) a payment request is received by EZ on a day that is not a banking business day in Queensland; (3) a payment request is received after normal EZ cut off times, being 4:00pm Queensland time, Monday to Friday. Any payments that fall due on any of the above will be processed on the next business day.

**2.5** I/We authorise EZ to vary the amount of the payments from time to time as may be agreed by me/us and SN as provided for within my/our agreement with SN. I/We authorise EZ to vary the amount of the payments upon receiving instructions from SN of the agreed variations. I/We do not require EZ to notify me/us of such variations to the debit amount.

**2.6** I/We acknowledge that EZ is to provide at least 14 days notice if it proposes to vary any of the terms and conditions of the Direct Debit Request or this DDR Service Agreement including varying any of the terms of the debit arrangements between us.

**2.7** I/We acknowledge that I/We will contact SN if I/We wish to alter or defer any of the debit arrangements.

**2.8** I/We acknowledge that any request by me/us to stop or cancel the debit arrangements will be directed to SN.

**2.9** I/We authorise EZ to re-attempt any unsuccessful payments as advised by SN.

**2.10** I/We acknowledge that certain fees and charges (including setup, variation, SMS or processing fees) may apply to the Direct Debit Request and may be payable to EZ and subject to my/our agreement with SN agree to pay those fees and charges to EZ.

**2.11 Credit Card Payments:** I/We acknowledge that "Ezidebit" will appear as the merchant for all payments from my/our credit card. I/We acknowledge and agree that EZ will not be held liable for any disputed transactions resulting in the non supply of goods and/or services and that all disputes will be directed to SN as EZ is acting only as a Direct Debit Agent for SN. I/We acknowledge and agree that in the event that a claim is made, EZ will not be liable for the refund of any funds and agree to reimburse EZ for any successful claims made by the Card Holder through their financial institution against EZ.

### 3. Disputes

**3.1** I/We acknowledge that any disputed debit payments will be directed to SN and/or EZ. If no resolution is forthcoming, I/We agree to contact my/our financial institution.

### 4. Confidentiality

**4.1** I/We appoint EZ as my/our exclusive agent with regard to the control, management and protection of my/our personal information (relating to SN and contained in this DDR Service Agreement). I/We irrevocably authorise EZ to take all necessary action (which EZ deem necessary) to protect my/our personal information, including (but not limited to) prohibiting the release to or access by third parties without my/our consent.

**4.2** I/We hereby irrevocably authorise, direct and instruct any third party who holds/stores keeps my/our personal information (relating to SN and contained in this DDR Service Agreement) to release and provide such information to EZ on SN's written request.

**4.3** EZ will keep my/our information about my/our nominated account at the financial institution private and confidential unless this information is required to investigate a claim made relating to an alleged incorrect or wrongful debit, or as otherwise required by law. Further information relating to EZ's Privacy Policy can be found at [www.ezidebit.com.au](http://www.ezidebit.com.au)

### 5. Your Obligations

**5.1** I/We acknowledge that it is my/our responsibility to ensure that there are sufficient cleared funds in the nominated account by the due date to enable the direct debit to be honoured on the debit date. Direct debits normally occur overnight, however transactions can take up to three (3) business days depending on the financial institution. Accordingly, I/We acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that if there are insufficient funds available, I/We agree that EZ will not be held responsible for any fees and charges that may be charged by either my/our or its financial institution.

**5.2** I/We acknowledge that if a debit is returned by my/our financial institution as unpaid, a failed payment fee is payable by me/us to EZ. I/We will also be responsible for any fees and charges applied by my financial institution for each unsuccessful debit attempt together with any collection fees, including but not limited to any solicitor fees and/or collection agent fee as may be incurred by EZ.

### 6. Accounts

**6.1** I/We authorise EZ to verify details of my/our account with my/our financial institution; and b) my/our financial institution to release information allowing EZ to verify my/our account details.

**6.2** I/We acknowledge that the bank account and/or credit card details have been verified against a recent bank statement to ensure accuracy of the details provided and I/We will contact my/our financial institution if I/We are uncertain of the accuracy of these details.