



Smartoffice Service Application

Cybertel Telecom Pty Ltd
ABN: 20 114 904 835
PO Box 502, CLEVELAND QLD 4163
Phone: 1300 763 201 Facsimile: 1300 763 501

By signing this form, you agree to implement Smartoffice services as per the details outlined on this form.

Section 1 – Account Details:

Do you have an existing Cybertel Telecom Pty Ltd account? No – (go to section 2)
 Yes – Account Number:

Section 2 – Customer Details:

Business Private

Business Name / Legal Entity:

Customer Name: Surname: Given:

ABN / ACN (bus): or DOB (pvt):

Service Address:
State: Postcode:

Billing Address:
State: Postcode:

Phone: Fax:

Email:

Section 3 – Service Details:

Optus ADSL2+ Business Grade ULL (Naked) Service

Port Existing Numbers: No Yes Separate Porting Authority Form (PAF) Attached

Qualifying Ph No: Site Contact:

ADSL2+ VoIP/Internet Unlimited Data: 2MB/800 \$99.00 4MB/800 \$129.00 24MB/800 \$159.00

Note: ADSL2+ is subject to availability at your exchange and the line distance from exchange to your premises.

Section 4 – Costs: Establishment:

Once off Setup Cost:

Modem: Model/Type: Total:

Total Establishment Cost:

Monthly Recurring: No. of DID Lines @ \$9.00 each (min 2): Total:

Simultaneous Calls per DID Line add \$2.00 per Line (max 4 calls): Total:

Call rates: Local & National 11c To Mobile 24c per min no Flag Total:

Total Monthly Recurring Charges:

Note: Prices quoted are exclusive of GST

Customer Signature:



Smartoffice Service Application:

Section 5 – Terms & Conditions:

Cybertel will supply your DSL service from the date the installation takes effect (Cybertel will notify you when that happens);

You agree to pay for all charges associated with the service as outlined in section 4 on page 1 of this agreement.

Prices quoted in section 4 of page 1 of the agreement are exclusive of GST.

Cybertel reserves the right to refuse or cancel your service on the basis of its credit assessment of your business.

Should you require ongoing technical support for your DSL modem, NOT supplied by Cybertel, you will need to contact support for your hardware supplier.

Cybertel does not guarantee that the service will be implemented, due to infrastructure limitations such as transmission loss on exchange lines, distance from local exchange, available ports at local exchange etc., however Cybertel will be open and transparent about the progress of your application.

You acknowledge that Cybertel depend on the services of our wholesale suppliers/carriers to provide the Smartoffice service and the ability Cybertel to provide the service to you may be affected by circumstances beyond the control of Cybertel.

You acknowledge that, unless you are porting an existing number, there will be no PSTN Telephony Component to the Unbundled Local Loop (ULL) line which Cybertel will provide for this ADSL2+ Smartoffice service. Accordingly, there will be no Value Added Services on this ULL line such as Call Forward, Voicemail, Line Hunt, CLI blocking, silent number, White pages listing, etc.

You acknowledge that the service will typically be installed 14-21 days after application, and Cybertel do not offer any guarantee on provisioning lead times. Cybertel will notify you of the completion of your Smartoffice service within 48-hours of the transfer taking place.

Cybertel can provide a modem if required – make, model and cost are provided in section 4 of this agreement.

You acknowledge that Cybertel do not provide Outgoing SMTP email services on ADSL2+ tails.

Please ensure that for MDU greater than 3 floors or 10 unit dwellings with multiple offices installations, you need to be aware that all internal wiring must be in place and in working order prior to the Cybertel Contracted Technician attending the site. The Cybertel Contracted Technician will only jumper the service from the A side to the B side of the MDF and not connect any wiring considered CPE such as IDFs or wall sockets. There must be a complete circuit from the premises to the MDF for the technician to connect to. You must also ensure that you are present during the agreed appointment time. If you need extra help with cabling Cybertel can arrange contractors to cable from MDF through to your office socket for an extra charge.

Installation (once off) and recurring Monthly Charges are outlined in Section 4, on page 1 of this agreement.

6. Your Agreement

By signing this form, you agree as follows:

You are the account holder of the PSTN phone line service(s) listed above, or are authorised by the account holder to authorise this service application;

The information provided in this form is true and correct; and you have read and understood the terms of this application.

The term of the agreement is for 24 months from date the service goes active.

7. Our Suppliers

You consent to Cybertel providing your personal information to its wholesale suppliers for the purpose of providing you with the Smartoffice service.

All information provided by you is held in strict confidence by Cybertel and its wholesale suppliers and is not used for any purpose other than the direct provision and support of Cybertel business communications and associated services.

8. Other Information

You can contact **Cybertel Telecom** Pty Ltd by phoning **1300 763 201** if you have any questions regarding this agreement.

Customer Signature:

X

Title or Position:

Date: